



Worker/Provider Information Handbook

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WELCOME TO EXTEND-A-FAMILY WATERLOO REGION

91 Moore Avenue
Kitchener ON N2H3S4

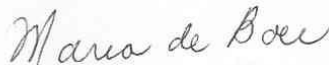
It is a pleasure for me to welcome you. Extend-A-Family continues to be the source of many rewarding relationships in our community. Our values have always included a great faith in a community's ability to meet its own needs – sometimes with a little help, sometimes completely on its own. Our philosophy has been to create bridges within the community between individuals and families who need support and individuals and families, such as you(rs), who are able to provide support.

There really is no way for us to adequately recognize and reward the support offered by people like yourself. But, we can and do say thank-you from all of us here and from the individuals and families you will be working with.

I wish you a pleasant and rewarding experience. Until you are matched, any questions or comments should be directed to our Recruitment Department and then to a family's Program/Support Coordinator after a match has been made.

Again, welcome and best wishes.

Sincerely,



Maria de Boer
Executive Director

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QUICK FACTS

OFFICE INFORMATION

Location:

Our main office is located at
91 Moore Avenue in Kitchener.
Our office in Cambridge is located at
5A-887 Langs Dr.

Office Hours:

Monday – Friday, 9: 00 a.m. - 4:30 p.m.
Often there are many meetings that take place outside of these hours but from 9-4:30
there is a receptionist available for taking calls and greeting our visitors.

Our office will be closed on the following days:

Labour Day	Thanksgiving Day
Christmas Day	Boxing Day
New Year's Day	Good Friday
Easter Monday	Victoria Day
Canada Day	Family Day

VOICEMAIL SYSTEM

Please call if you have questions!!!

When you call our office, you will go directly into our voicemail system. At anytime you may press
'0' on your phone and the receptionist will answer.

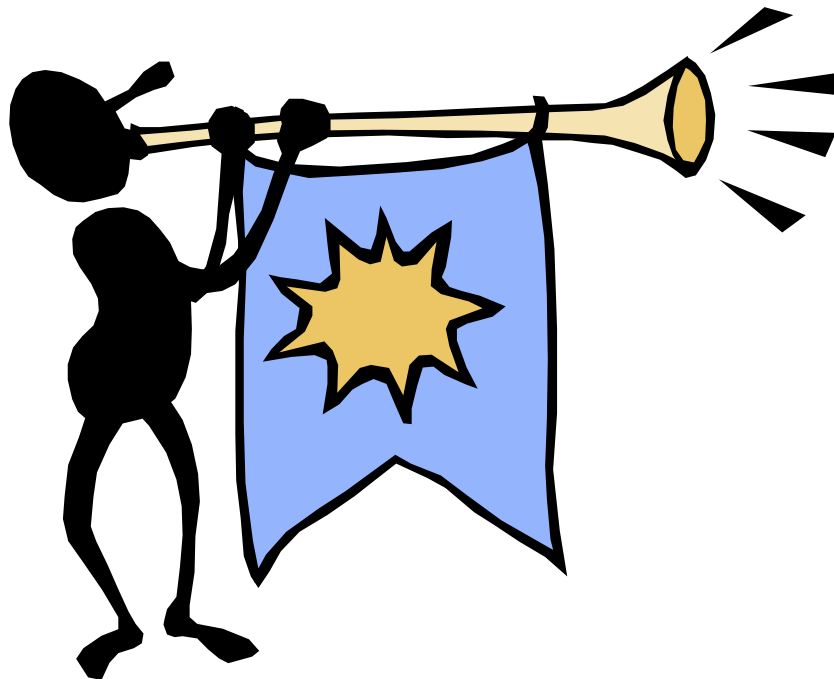


We will return your call as soon as we can!

All About

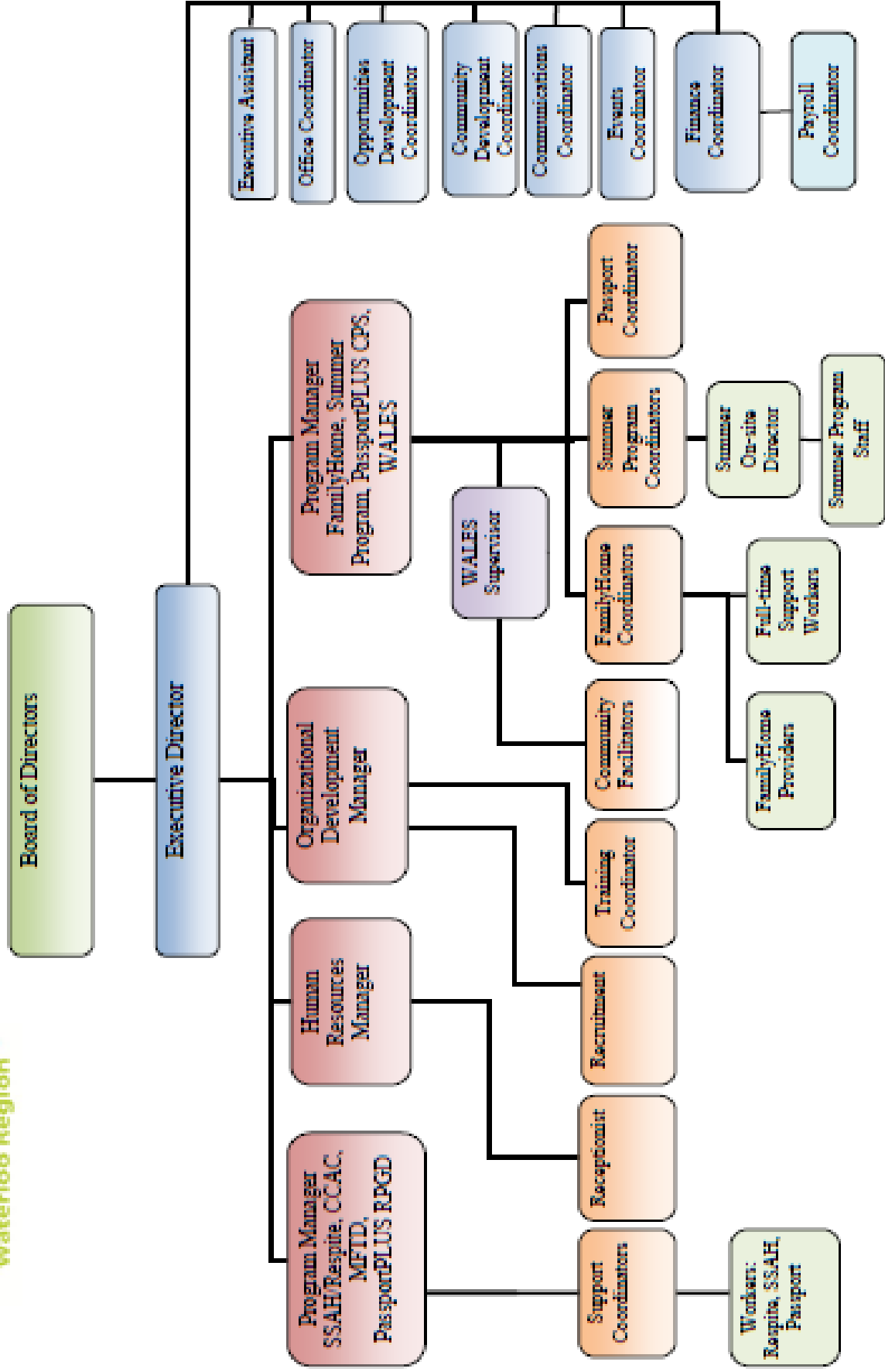
Extend-A-Family

Waterloo Region





Extend-A-Family Organizational Chart





Extend-A-Family Waterloo Region MANDATE, VALUES AND PRINCIPLES

MANDATE (Mission Statement)

Extend-A-Family Waterloo Region is an association that is committed to enhancing the well-being of individuals who are developmentally and/or physically disabled and their families, by promoting an inclusive community through the fostering of relationships and partnerships.

Approved by the Board November 2007

VISION STATEMENT (the Agency's ideal future)

By 2014, EAF will be a membership-driven, community leader in providing the best continuum of services with a greater degree of financial self-sufficiency and sustainable leadership.

STATEMENT OF VALUES AND PRINCIPLES (long version)

We Believe....

1. In full inclusion for all people;
2. In the intrinsic value, equality, and dignity of each person, and that each person's presence is integral to the community;
3. In the experience and knowledge of families, and in honoring their right to make choices;
4. In all people having access to the service and supports they need;
5. In the right of all people to feel safe and secure; this includes the right to confidentiality;
6. In helping each other out by giving and receiving support;
7. In providing meaningful supports, both formal and informal, in the most respectful way;
8. In promoting and nurturing relationships within the community which facilitate the development of both community and individual potential;
9. In collaborative partnership with families and in participation at a level which is most comfortable and meaningful for each person;
10. In taking initiatives and responding to individuals and families in holistic, creative ways;
11. In being open and responsive to opportunities for learning; in the value of taking suitable risks and actions based on open and honest consideration, and in acknowledging and taking responsibility for our mistakes;
12. That human and cultural diversity is an integral and enriching facet of community which must be deliberately fostered in a manner that is anti-oppressive; and
13. In celebration!

Passed by the Board, May '97, July 2005
Reviewed and revised by the Board November 2008

STATEMENT OF VALUES AND PRINCIPLES (condensed version)

a) Respect for the Value of Every Individual

- Full inclusion for all people
- Intrinsic value, equality and dignity of each person and that each person's presence is integral to the community
- The right of all people to feel safe and secure and the right to confidentiality

b) Honouring Individual and Family Needs

- The experience and knowledge of families and honouring their right to make choices
- In collaborative partnership with families and in participation at a level which is most comfortable and meaningful for each person
- In taking initiatives and responding to individuals and families in holistic and creative ways
- Providing meaningful supports, both formal and informal in the most respectful way

c) Mutual Support and Responsibility

- Helping each other out by giving and receiving support
- In being open and responsive to opportunities for learning, in the value of taking suitable risks and actions based on open and honest consideration, and in acknowledging and taking responsibility for our mistakes
- In celebration of people's gifts and strengths.

d) Strength of Community Diversity

- In promoting and nurturing relationships within the community which facilitate the development of both community and individual potential
- That human and cultural diversity is an enriching facet of community which must be deliberately fostered in a manner that is anti-oppressive



Passed by the Board, May 1997
Reviewed and revised by the Board November 2008
Revised and Passed by Board October 2, 2010



ANTI-OPPRESSION AND EAFWR

Extend-A-Family Waterloo Region (EAF) is committed to developing a diverse workforce that is reflective of the community we serve. Part of our vision for Extend-A-Family is “that EAF be an organization that honours and reflects Waterloo Region’s diversifying community by building an inclusive and anti-oppressive employment team”. EAF is committed to being inclusive and welcoming to all its employees, volunteers and students.

EAF believes that every employee has the right to work in an atmosphere that is safe and free from oppression. Oppression in the workplace is defined as behaviour that is discriminatory, marginalizing and/or abusive towards any person or any group of people based on grounds stated in the Human Rights Code¹. It is expected that all employees will conduct themselves in a manner that is respectful and mindful of both the rights and diverse needs of others. Oppressive behaviors (i.e. written or spoken comments, pictorials or physical gestures) based on any of the above prohibited grounds are not acceptable at EAF.

EAF is changing, and in order to move ahead on its anti-oppressive initiative, we have taken a number of steps to begin the process. We have hired an external diversity consultant, Dr. Leeno Karumanchery from Diversity Solutions Inc. (DSI), to act as our resource person in the field. We have developed a staff committee (Anti-Oppression Action Committee) to lead us in our efforts to shift our organizational culture, and EAF commissioned an Anti-Oppressive Organizational Needs Assessment, the recommendations from which we will be implementing via staff working groups throughout the coming years.

If any employee or volunteer needs clarification or needs to discuss an issue related to our anti-oppression initiative, including experiences on the job or on site which have made him/her feel personally uncomfortable, discriminated against or oppressed, he/she is encouraged to bring the issue forward in one or more of the following ways: to the person involved in the situation, his/her supervisor, a member of the Anti-Oppression Action Committee², the EAF Director for Organizational Development², the Executive Director or our External Diversity Consultant³, depending on the circumstance and/or issue. The situation/issue will be dealt with in a supportive and sensitive manner with all involved.

Anti-Oppression Action Committee
March 18, 2008

¹ Human Rights Code, 1981 (part 1): race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, record of offences, marital status, family status or disability

² Phone (519) 741-0190 Ext. 0 and ask to speak to a member of the committee or the Director for Organizational Development

³ Dr. Leeno Karumanchery from Diversity Solutions Inc. (DSI). Phone: (416) 476-5755
or Email: info@diversitysolutions.net



EVOLUTION OF EXTEND-A-FAMILY

Extend-A-Family's genesis came through a group of parents who had children with disabilities and few, if any, friends in the community. These parents came together in 1980 to address this lack of friendly bonds in their children's lives. Initially, then this agency's intent was to help these folks co-create relationships with other individuals and families via informal introductions in community settings.

Gradually, the agency's emphasis has shifted and expanded in two ways; first, our primary service is to families who have children with developmental disabilities; second, we also support entire families as well as individuals through programs in which someone is paid to offer assistance; hence, the addition of Respite, FamilyHome, Special Services at Home, Program Plus for Passport and some individual 1:1 contracts.

Through all of these options for support, the "bottom line" which guides our dealings with people is the quality of the relationship, regardless of whether the connection is made through a paid program or through a community link. In all cases, our intention and hopes is that someone can participate more fully in community life by entering into relationships with others; we are guided in this process by a fundamental belief that families know best what they need, and that we simply help them to get their needs met. As such, our concern is with people more than with programs; since we have amalgamated as an agency, we have more options through which to assist people. Basically, our "tool kit" or repertoire includes the following:

Community Development and Relationship Building

Essentially, we introduce people to one another through Extend-A-Family matches, and support groups. Each person can be considered a part of a "web" or network that can expand in a variety of directions; through such informal connections, people enter one another's lives, become friends and support to each other, and may explore options such as employment, volunteer experience, and leisure activities.

We believe that all people belong in a barrier-free community, that each person, according to his/her abilities, can be an active participant with unique gifts to offer. We assist community members to recognize, and to act on the fact, that folks who have disabilities are worth getting to know. As this happens, we are developing the capacity of the community act on its responsibility to all of its members.

Family Support

Here, the central concern is to assist families to remain together physically, socially, and emotionally, and to help people co-create new families or groups of chosen affiliation. This group of programs offers paid support; it includes Respite (parent relief), FamilyHome, Special Services at Home, Program Plus for Passport, Individual Contracts (life skills), and our Summer Program. This kind of assistance can help family members stay together, reduce the day-to-day stresses of care giving, and can help families to connect with one another through common experience and mutual support.

Advocacy is an important element of both community involvement and family support; we assist families to be their own best advocates, and to access whatever group and community support they need. Self-advocacy can increase one's sense of personal power and expertise; these gains inevitably spill over into the larger realm, where changes can be made at every level, from the individual to the institution.

We support people's community involvement in three ways:

First, we may introduce someone to another person who will accompany and support him/her in the community. In this case, EAF staff are the people who are paid to facilitate the introduction.

- Second, EAF directly compensates the people who provide support; this applies to the Respite, FamilyHome, and summer program, and in some cases, individual contracts.
- Third, EAF may assist in acquiring and/or managing funds for individuals/families who have support workers hired through programs such as Special Services at Home and Program Plus of Passport.
-
- Enhancing the individual's/family's ability to manage
- Our relationships with people through EAF depend on what they want from us, and on what we are actually able to do.
-
- Sometimes individuals/families want EAF to be responsible for quite a few things, such as hiring and supervising support workers, managing funds, and administering special contracts. This level of involvement allows individuals/family members to do other important things.

Responsibilities and Commitments

The following are some of the working principles to which those of us at Extend-A-Family are committed:

We recognize that reciprocity in relationship is necessary and important; each person contributes in unique ways to the whole, and all relationships contain elements of "give and receive". Extend-A-Family was born of the hard work of families who care deeply about their sons and daughters; fundamentally, EAF is about families helping families. We depend on our membership to keep going. If the emphasis shifts to staff helping individuals/families without them putting something back into the organization, EAF will no longer be what it is.

We expect that families, friends, and individuals who have disabilities will hold onto their responsibilities, rights, and personal power, and that they will try to increase them, rather than giving them over to an organization, staff, or other people. In a sense, the staff at Extend-A-Family are "stewards" for individuals/families: we assist them in caring for themselves and their loved ones as best they can. We recognize that at times of crisis, we may be required to do "for" – with direction.

Individuals/families know best what it is they need; we recognize them as experts.

Having said these things, we negotiate expectations and responsibilities appropriately among each other.

Bottom Lines

People are entitled to the services we offer. At the same time, we acknowledge that we will sometimes be unable to develop working relationships with certain people; should this be the case, we would endeavor to find other ways to provide them with service.

From time to time, we will make mistakes; when we realize that we have, we will apologize.

Programs And Services





PROGRAMS AND SERVICES

PROGRAM NAME	DESCRIPTION	# OF INDIVIDUALS SERVED	LOCATION	OPPORTUNITIES AVAILABLE
Best Buddies	In conjunction with Wilfrid Laurier University, the program provides opportunities for friendship between university students and young men and women over the age of 18 who have a developmental disability.	Approx. 40	Kitchener, Waterloo	Volunteer opportunities if you are a student at WLU.
FamilyHome	A community living alternative for adults who have a developmental disability. Participants live with a community family.	Approx. 26	Waterloo Region	FamilyHome Provider (care reimbursement)
Special Services at Home For Children	The focus is on meeting needs broadly related to personal growth & development or family relief and support by providing/matching screened workers, and/or reimbursing for relief supports arranged by the family according to the SSAH guidelines.	Approx. 500	Waterloo Region	Contract Worker
Working Adults Learning Empowering Skills (WALES)	A literacy/numeracy and supported employment day program for adults with a developmental disability over the age of 21.	Approx. 33	Kitchener	Support Worker
Respite Services	The provision of parent relief, either in the family's home, the provider's home or the community.	Approx. 150	Waterloo Region	Respite Provider (care reimbursement)
Adult Respite Fun Groups	A form of respite where small groups of young adults and teens get together on a weekly basis to enjoy fun events in the community.	25	Community Based	Group Leaders/ Facilitators

PROGRAM NAME	DESCRIPTION	# OF INDIVIDUALS SERVED	LOCATION	OPPORTUNITIES AVAILABLE
Summer Program	<p>A day program offered during the summer months for individuals over the age of 13 years who have special needs. Program activities include weekly outings, swimming, and a range of arts, drama, music, lifeskills and fun geared to the teen/young adult crowd.</p> <p>*Activities to enable participation in further education</p> <p>*A program for adults first. For the year 2012-13, Passport has 2 streams: Respite, Personal Development and Growth (similar to SSAH) and Community Participation Supports (CPS). CPS consists of: participation on further education, employment preparation, volunteering, community activities, enhancement of social skills, independent living and leisure activities.</p>		Kitchener and Cambridge	Summer Staff (advertised positions)
Passports Program		400	Waterloo Region	Contract Worker (hourly wage)

Policies Procedures And On-call System





Extend-A-Family Waterloo Region CONFIDENTIALITY/PRIVACY POLICY

Because of requests for information from various services regarding individuals/families served by Extend-A-Family Waterloo Region (EAFWR), there is a need for a written policy regarding the confidentiality of information relating to individuals/families. Information refers to the release of data whether in a written, printed, spoken, photo or computer form. Please also refer to the EAFWR Computer Policy and the Internal Social Networking/Blogging Policy.

Policy:

1. The policy of Extend-A-Family Waterloo Region is that no employee, respite or FamilyHome provider, volunteer, placement student, contracted company/individual or member of the Board will release any information regarding individuals/families including the publishing of photos or posting of photos of individuals/families on the internet or any other public media unless one of the following conditions is met, other than through the ordinary course of employment or the provision of services on behalf of EAFWR:
 - a) An appropriate release of information must be signed, witnessed and dated by the adult affected and in the case of a child, by his/her parent/guardian. This form should specify the recipient of the information and should not be a blanket coverage form;
 - b) The courts have appropriately subpoenaed the organization's records;
 - c) A search warrant is produced for the purpose of securing the organization's records.
2. Without the above conditions being met, information may be produced where delay in providing information may result in injury or death to the "client" or other people.
3. Each employee, respite or FamilyHome provider, volunteer, placement student, contracted company/individual and member of the Board will be required at the outset of his/her/it's relationship with EAFWR to sign a confidentiality agreement outlining the policy and a copy of this agreement will then be filed in the appropriate personnel file or other appropriate file. All existing employees, providers, volunteers, contractors and Board members will also be required to sign this confidentially agreement and the same will be stored in the appropriate personnel file or other appropriate file. The terms of the confidentiality agreement and the obligations provided for in this policy shall survive the termination or cessation of the relationship between EAFWR and its employees, providers, volunteers, contractors and Board members and the agreement shall remain in effect thereafter.
 - a) EAFWR believes that conveying confidential information through gossip or disclosure to any person without proper consent is considered unprofessional conduct and is not tolerated according to the code of the Canadian Association of Social Workers.
4. Access to records/statistical information for research purposes must be reviewed and approved by the Executive Director.
5. Access to records is limited to appropriate and designated staff on a need-to-know basis. Records may only be removed from the Association's jurisdiction and safekeeping in accordance with court order, subpoena or statute.
6. An individual has a right to review his/her records. Any request to review a file should be made in writing to the Executive Director/designate, which will make the records available within 2 working days.

Approved by Board November 2003
Amended March 26, 2007
Revisions approved by the Board June 15, 2011

Addendums: *Consent Form (general)*
 Photo Consent Form

AGREEMENT OF CONFIDENTIALITY/PRIVACY REGARDING INFORMATION
(Abbreviated Version)

In signing this document, I give notice that I am fully aware of the following:

1. First, that my relationship with EAFWR will, from time to time, bring to my knowledge confidential information concerning individuals and families or put in my possession photos of individuals/families;
2. Second, that all children/adults and their families who are involved with EAFWR are entitled, as a matter of right, to know that such information will be held in the strictest confidence by those who come into possession of it and that individuals/families have a right to confidentiality and privacy regarding any such information as well as any photos taken by me or in my possession of children/adults and their families who are involved with EAFWR;
3. Third, that it is the stated policy of EAFWR that such confidentiality/privacy be strictly recognized and preserved both during and after my relationship with EAFWR ends;
4. Fourth, that EAFWR employees work as a team and, therefore, specific information may need to be shared with others within the organization relevant to the work that I do in accordance with the principles outlined in the Confidentiality/Privacy Policy.

I, therefore, promise to keep confidential and private any and all such information and I promise not to disclose it to anyone other than relevant EAFWR employees except where the family signs a release of information which authorizes the disclosure of information about them. I will also honour the right of individuals/families to privacy and confidentiality concerning photos and will not publish such photos without written permission from the family.

My signature below indicates that I have read and understand the Confidentiality/Privacy Policy. I have received a copy of this policy and am aware that the original copy of this agreement is included in my file. Copies of the full Confidentiality/Privacy Policy are available upon request.

Signature: _____

Date: _____



**MISSION, STATEMENT OF RIGHTS, SERVICE PRINCIPLES,
CONFIDENTIALITY/PRIVACY AND
FEEDBACK/COMPLAINTS FOR PEOPLE SERVED BY EAFWR**

Purpose:

Quality Assurance Measures (QAM), as part of the Service and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008. Act, are developed for the purpose of ensuring that those we support have both security and a meaningful and satisfying life as defined by themselves and their involved family and friends as appropriate.

The following information will be shared whenever any adult person first receives service from Extend-A-Family and be reviewed every year thereafter. It will also be posted on the EAFWR website at www.eafwr.on.ca.

1. Our Mission:

Extend-A-Family Waterloo Region is an association that is committed to enhancing the well-being of individuals who have a developmental and/or physical disability and their families, by promoting an inclusive community through the fostering of relationships and partnerships. (Approved by the Board November 2007)

2. Service Principles:

Our service principles promote individualized approaches to supporting people with disabilities through social inclusion and respecting individual choice, respect for diversity and independence.

i. Individual Focus

The individual will be the focus in the planning, development and delivery of services and support. Each person has the basic human right and freedom to have his/her abilities, interests and needs used as the basis for planning, development and delivery of support and services for work, play and worship in his/her community or neighbourhood.

ii. Individual Planning and Support

Personal support plans (also known as individual support plans) must be prepared in such a way as to be supportive of the individual concerned having opportunities to live a meaningful and satisfying lifestyle and to interact as an equal in his/her community with opportunities for personal growth through education and training.

iii. Self-Determination and Control

Every individual has the right to be as fully in control of his/her life as possible. To the degree that individuals have ability to choose between alternatives, they are considered responsible for their choices and actions.

iv. Individual Autonomy and Rights

Extend-A-Family will encourage and support appropriate autonomy for those they serve to create an environment where they are able to exercise their rights and independence responsibly and adaptively.

3. Statement of Rights and Responsibilities:

It is the responsibility of the staff of Extend-A-Family to ensure that all adults who are served are aware of their citizenship rights as well as Extend-A-Family's commitment to support them in a manner that is respectful and honours their citizenship rights.

- You are a citizen.
 - All citizens have rights and responsibilities.
1. You have the right to be safe at home, at work, and in your community.
 2. You have the right to choose the relationships you have in your life.
 3. You have the right to be able to vote (if you meet residency requirements).
 4. You have the right to choose, choosing to practice any religion or not religion.
 5. You have the right to privacy with your mail and other personal matters.
 6. You have the right to say “NO” to anything that does not feel right to you.
 7. You have the right to decide the important things that will happen in your life.
 8. You have the right to be respected for who you are and what you do.
 9. You have the right to grow, learn and try new things.
 10. You have the right to stand up for your rights and the rights of others.
 11. You have the right to take risks once you are informed of the consequences.
 12. You have the right to volunteer, work and be involved in your community.
 13. You have the right to be paid fairly for your work when employed.
 14. You have the right to be proud of who you are.

4. Confidentiality/Privacy Policy (plain language):

Because agencies that support people with disabilities sometimes need to share information with each other about a person, this policy outlines when and how this can happen in order that the rights of the person being served are respected.

- i. All employees, volunteers and Board members of Extend-A-Family cannot talk about you with each other unless you agree that they can in order to give you the best support and service possible - we call this “on a need to know basis”.
- ii. All employees, volunteers and Board members of Extend-A-Family cannot release any information about you to people or agencies outside of Extend-A-Family without your consent, in writing. This includes written documents and pictures. This also includes posting information or pictures on the internet, for example, on Facebook.
- iii. There are some exceptions to this rule. Information can be shared about you if you sign a consent to share information which will show who will receive the information. Information can be shared about you, without your written consent, if holding up the information means you will be at risk of injury or death (example, with a doctor).
- iv. You have a right to review your Extend-A-Family records. In order to do this you must make this request in writing to the Executive Director of Extend-A-Family which will make the record available within two (2) working days of your request.

The staff person to whom you are connected at Extend-A- Family will share with you the consent form to share information about you.

My signature below shows that this version of the Confidentiality/Privacy Policy has been shared with me. I will receive a copy of this and am aware that the original copy of this is included in my file/records. A copy of the full Confidentiality/Privacy Policy is available if I request it.

Your Signature: _____

Signature of Extend-A-Family Staff Person: _____

Date: _____

What to do if you believe your rights are not respected - Giving Feedback or Making a Complaint:

1. Tell the Extend-A-Family staff what happened that you believe was wrong. Ask them to support you to make it right.
2. Tell your family members or advocate (a person who you trust to speak for you) what happened that you believe was wrong. Ask them to tell the staff to support you in making it right.
3. If you have asked the staff and your family members and they do not support you to make it right, then you can ask the Executive Director of Extend-A-Family to support you to make it right.
4. Ask for and have someone explain to you clearly, what you can do if you have a complaint or want to give feedback about the service or support you receive. They will share with you, and explain in plain language, the Feedback/Complaints Policy of Extend-A-Family.
5. A copy of the full Feedback/Complaints Policy and Procedures can be made available to you or can be seen on our website www.eafwr.on.ca.

Knowing your Rights and Responsibilities:

1. You will receive a copy of this document as an Extend-A-Family participant.
2. Your family members and/or persons you choose may also be given a copy so that they will be able to support and advise you.
3. A staff member will review this with you every year to make sure that you know what your rights are.
4. If you need another copy of this you can ask a staff member for one at any time. This is also posted on the Extend-A-Family website (www.eafwr.on.ca).

I have read, understood and had the opportunity to ask questions about the above information.

Your Name (Please Print): _____

Signature: _____

Signature of Extend-A-Family Staff Person: _____

Date: _____ Annual Review Date: _____

October 2011
Revised July 2013



Extend-A-Family Waterloo Region INTERNET SOCIAL NETWORKING AND BLOGGING POLICY

Extend-A-Family Waterloo Region (EAFWR) respects the rights of employees to use social networking sites such as MySpace, Facebook and YouTube as personal websites on his or her personal computer. However, under no circumstances are these personal social networking sites to be used by any employee on any EAFWR supplied computer, either at work or at the employee's home.

If any employee uses these social networking sites on his/her own computer for his/her own personal use, it is prohibited for anything related to Extend-A-Family Waterloo Region to be put on the networking site by any employee. This includes pictures of or information about any person related to EAFWR including staff, workers/providers, individuals and families served by EAFWR or about the organization itself.

If any employee is found to have put anything related to EAFWR on a networking site via any computer, including a personal one, they will be subject to disciplinary action up to and including dismissal.

Any community and/or social networking sites in which EAFWR participates for business purposes will be at the discretion of the Executive Director or his/her designate. At this time this includes www.autismspectrumconnection.com community networking site as well as EAFWR's page on Facebook. These sites selected will be deemed a safe and acceptable community that contributes directly to the mission of EAFWR. These sites will be maintained and managed by EAFWR and therein employees are thus free to join these sites.

Passed by the Executive Committee on behalf of the Board June 11, 2008
Revised and Passed at the Board December 2010



Extend-A-Family Waterloo Region SUMMARY OF POLICY AND PROCEDURE REGARDING ABUSE AND NEGLECT

WHAT IS ABUSE AND NEGLECT?

Abuse includes all forms of physical, psychological, sexual or verbal abuse. Abuse can include inappropriate touching, physical punishment, verbal taunting or threats, or isolation through silencing. Neglect is when a parent/care-giver does not provide for the basic emotional, physical and medical needs for the child or adult on an ongoing basis. Examples of this could include not providing basic necessities such as food or proper nutrition, supervision or prescribed medical treatment.

What do I do if I witness/suspect abuse or neglect or have information about abuse (past or present) disclosed to me?

Abuse of a Child:

1. **If the person being abused is a child**, you have a duty to report any incidents of abuse or neglect immediately. The mandatory child abuse reporting requirement in Section 72(3) of the Child and Family Services Act applies to social workers, nurses, service providers and any employee/volunteer of a service agency and any other person “who in the course of his/her professional or official duties has reasonable grounds to suspect that a child is or may have suffered abuse”. This requirement takes PRECEDENCE over all other relationships and reflects the intent of the legislation to protect children from abuse and neglect.
2. If you witness or suspect abuse and/or have information disclosed to you regarding the abuse or neglect of a child follow the procedures as outlined below:
 - a) Intervene as appropriate to ensure the individual’s health and safety wherever possible;
 - b) If necessary, get immediate first aid or a physician’s care;
 - c) Contact your direct supervisor/coordinator or after hours on-call person immediately;
 - d) Contact Family and Children’s Services immediately;
 - e) Document what you witnessed or heard in writing and give it to your supervisor within 24 hours;
 - f) Maintain confidentiality.

DO NOT ATTEMPT TO INTERVIEW THE CHILD. THIS IS THE RESPONSIBILITY OF FAMILY AND CHILDREN’S SERVICES

Abuse of an Adult who has a Developmental Disability or any Vulnerable Adult:

1. If the person being abused is an adult (over the age of 18 and has a developmental disability or a vulnerable adult) you have a duty to report any incidents of abuse or neglect immediately. The mandatory adult abuse reporting requirement is laid out in the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.
2. If you witness or suspect abuse and/or have information disclosed to you regarding the abuse or neglect of an adult with a developmental disability or vulnerable adult follow the procedures as outlined below:
 - a) Intervene as appropriate to ensure that the individual's health, safety and well-being wherever possible;
 - b) If necessary, get immediate first aid or a physician's care;
 - c) Contact your direct supervisor/coordinator or after hours on-call person immediately;
 - d) Contact the police immediately if the abuse may constitute a criminal offense; do not attempt to investigate the incident;
 - e) Document what you witnessed or heard in writing and give it to your supervisor within 24 hours;
 - f) Maintain confidentiality

DO NOT ATTEMPT TO INTERVIEW THE ADULT. THIS IS THE RESPONSIBILITY OF THE POLICE

I have read and understand the above policy.

Signature: _____

Date: _____

Revised November 2011



Extend-A-Family Waterloo Region MEDICATION POLICY

Purpose:

Extend-A-Family Waterloo Region (EAFWR) strives to ensure that all individuals supported benefit from quality programming/relief. Our goal regarding medication is to ensure that individuals safely receive medication administration as needed.

Scope/Responsibility:

The responsibility for medication administration is shared between the physician, the pharmacist and the family/primary care giver or FamilyHome designate. It is the responsibility of the physician to prescribe the medication, the pharmacist to dispense the medication, and the family/primary care giver or the FamilyHome designate to administer the medication.

EAFWR Employees (refers to all screened support people regardless of pay – hourly, honorarium or volunteer) should not be responsible for medication administration. However, if employees are requested to administer medication, or perform any medical procedures, it is essential that EAFWR's Medication Policy and Procedures are strictly adhered to.

Policy:

To ensure the safety of individuals, all families/primary care givers and employees of EAFWR will be made aware of the Medication Policy, and for employees who are requested to administer medication, or perform any medical procedures, they must receive both general orientation to EAFWR's Medication Procedures as well as any contract-specific training deemed necessary by the EAFWR Coordinator prior to proceeding with administration of medications or performing a prescribed procedure.

EAFWR recognizes that it is the right of persons with a developmental disability to refuse medications unless the person is subject to a compulsory treatment order. Instructions should always be available on how to administer the medication in the most effective manner to reduce the risk of refusal.

If a person served by EAFWR refuses medication, the involved staff must listen and document the person's reason for medication refusal. If it is clear that the person is refusing medication, the staff involved will counsel the person as to the reasons why the medication was prescribed and the likely consequences of not taking the medication. The refusal of medication shall be noted in the person's case notes.

Definitions:

Medication refers to any of the following types:

- Prescription (ongoing &/or short term)
- Non-prescription (ASA, Tylenol, topical lotions/creams, allergy medications, over-the-counter products, natural remedies, vitamins, cough syrups, etc.).

Routine Administration of medication typically happens in the following ways:

- 1) Pills (capsules or tablets)
- 2) Liquid
- 3) Eye, ear or nasal drops
- 4) Creams or ointments

*Only oral and topical medications 1, 2, 3 and 4 should be administered by employees.

Controlled Acts:

Medication administration or procedures by routes 5, 6 and 7 are considered Controlled Acts, governed by the Regulated Health Professions Act, and authorized to nursing. Procedures by these routes may only be considered by unregulated care providers/EAFWR employees if the employee is assisting with the routine activities of daily living, or providing First Aid or temporary assistance in an emergency.

Controlled Acts have higher degrees of risk than routine medication administration and therefore, unregulated care providers/EAFWR employees may only engage in these areas once taught by a regulated health care professional.

Administering a substance by injection or inhalation

Procedures involving an instrument, finger or hand going beyond the body's natural or artificial opening (i.e. suppositories, enemas, catheterization support/cleaning etc.)

Performing a procedure below the level of dermis or mucous membrane. This controlled act will most like never be completed by an EAFWR employee (i.e. starting an IV).

Passed by the Board March 28, 2005

Revisions reviewed and approved *by* the Board June 15, 2011



UNUSUAL INCIDENT REPORT

Individual's Name: _____

Age and Date of Birth: _____

Address: _____

Date: _____ Telephone: _____

Type (i.e medical): _____ Staff: _____

Other: _____

Description of Events:

Action Taken:

Agencies/Individuals Involved:

Further Action Required:

Worker Signature

Coordinator/Staff Signature

Date

Parent Signature

October 2011



ON-CALL POLICY AND PROCEDURE SUMMARY FOR EMERGENCY SITUATIONS/SERIOUS OCCURRENCES

Policy:

Extend-A-Family Waterloo Region will ensure that all employees, providers and volunteers of the agency have emergency on call services available to them 24 hours a day, 7 days a week for all programs at Extend-A-Family Waterloo Region.

Family's Responsibility:

Families are expected to make sure the **Emergency Information Form** is up to date and available to the worker each shift as well as the following information:

1. Phone number where parent(s) can be reached in case of emergency.
2. List of alternate contact people and their phone numbers (i.e. relative, neighbour, friend).

Responsibility of Workers, Providers and Volunteers:

1. EAFWR workers, providers and volunteers **must** carry an emergency information/Extend-A-Family Waterloo Region identification card at all times when supporting an individual.
2. **Always** ensure parents leave contact information before they leave house.

DETERMINATION OF EMERGENCY SITUATIONS/SERIOUS OCCURRENCES:

1. **Reporting and On-call services should be used in the following situations:**
 - death of an individual who is receiving support
 - injury to a person receiving support or a worker, during work hours
 - alleged abuse or mistreatment of a person receiving support
 - complaint made by or about an individual receiving support
 - person receiving support goes missing
 - hospitalization of person receiving support
 - extreme behavioural incidents requiring support
 - medication incidents or errors
 - vehicle accidents involving the person receiving support
 - emergency services are contacted (i.e. police, fire and/or ambulance)
2. **On-call should not be used in the following circumstances:**
 - on-call is **not** intended for use by families or workers to report **shift cancellations or changes**.

HOW TO REPORT AN EMERGENCY:

1. **Should an emergency situation or serious occurrence arise as defined above:**
 - a) Ensure the individual's safety. Administer First Aid and seek appropriate medical intervention if necessary.
 - b) Contact parents immediately and then document the details of the incident. If the parents are unreachable, call the alternate contact person(s) (i.e. relative, neighbour or friend).
 - c) Report all emergencies and/or serious occurrences to your EAFWR Coordinator as soon as possible. Contact the on-call system at Extend-A-Family at **741-0190 after hours; the caller will be given the on-call Answering Service number to contact for assistance. The Answering Service will take name and phone number. Then an on-call person will be contacted to respond to the call.**
 - d) **Document** the situation via an Unusual Incident Report and hand in to Extend-A-Family Waterloo Region immediately.

EMERGENCY INFORMATION FORM

Individual's Name: _____

Address: _____ **Postal Code:** _____

Birth Date: _____ **Telephone:** _____

Parents/Guardian:

_____ **Contact Number:** _____

_____ **Contact Number:** _____

Emergency Contact Person: _____

Relationship: _____ **Telephone:** _____

Doctor: _____ **Telephone:** _____

Address: _____ **Health Card Number:** _____

Medical Conditions: (i.e. heart problems, digestive problems, allergies, etc.)

Seizure Procedure:

Medications:

Behaviour/Safety Concerns: (i.e. wanders, poor balance, chokes on food, behavioural concerns)

For contracts involving respite or community participation, the worker should have this information with them at all times. If there is any change in the above information it is the parents' responsibility to update the form and advise the worker.

Original to: Extend-A-Family Waterloo Region

Copy to: Family Binder

Expectations And Report Writing





CONTACT GUIDELINES & STANDARD EXPECTATIONS OF COORDINATORS & WORKERS

The following are standard expectations that will be implemented for Coordinators and workers as of **January, 2010**. Please keep in mind that these are **minimum** standards and can be expanded on a contract specific basis.

1. Contact with Workers/Support of Workers (by Coordinators):

- a. All **match visits** to include family, supported person, worker and Coordinator.
- b. Follow-up visit with worker and family within 30 days of match visit (to check-in and complete necessary paperwork).
- c. **Annual Worker Update** will be completed once per year, as a face-to-face meeting with the worker and Coordinator. Input will be requested from the family/individual via e-mail, phone call, visit or letter.
- d. Minimally, one other contact (face-to-face, telephone or email) with worker within the year to assess how things are going from worker's perspective.

Note: Each contact with workers/families will be documented in CMS by the Coordinator. CMS notes will include an overview of contact highlighting: how the worker is doing, successes, challenges, any needs, unusual issues, cautions and/or HR issues.

2. Job Expectations of Workers:

- a. To attend match visit(s).
- b. To attend follow-up visit with Coordinator and family within 30 days of match visit.
- c. To participate in an Annual Worker Update with their Contract Coordinator.
- d. Call Coordinator(s) as soon as issues or problems arise in the course of doing support work.
- e. Be aware of Policies, Procedures and Practices as provided in the Worker/Provider Handbook, on the EAF website and/or through your coordinator.
- f. (a) Advise your coordinator if you are no longer available for work or if you are leaving your employment with EAF.
(b) Advise EAF Human Resources if you have not worked for three months.
- g. Complete any required training and take advantage of opportunities to attend relevant/desired training opportunities.
- h. Complete and return updated personnel documents as requested.
- i. Be aware of EAF events and activities (picnics, fundraising events, etc.).



CONTRACT SUPPORT WORKER GENERAL JOB DISCRIPTION

Qualifications:

- Secondary school diploma OR some secondary school with related experience.
- Minimum sixteen years of age.
- Demonstrated interest in working with people.
- Excellent oral and written communication skills.
- Ability to work independently as well as part of a team.
- Ability to work well under pressure.
- Must be reliable and dependable, punctual and committed.

Role:

- The role is one of the primary functions and reasons for the existence of Extend-A-Family. As a contract support worker you are one of the key front line service providers that engage in establishing a positive nurturing relationship with the people we serve. You are guided by compassion, care and responsibility and readily display these attitudes and ideals in your relationship with the person being served and in your representation of Extend-A-Family as an agency wherever you are.

Responsibilities and Functions:

Reporting to a designated Support Coordinator, the family of and where appropriate the person being served, the contract support worker will:

1. Provide Support to the Person Being Served and Family by:

- Planning and implementing programs designed to assist the person being served in achieving goals outlined in his/her funding contract.
- Establishing and maintaining a respectful relationship with the person being served.
- Engaging in open and honest communication with the person being served, his/her family and the designated Support Coordinator.
- Maintaining a safe environment for the person being served.
- Maintaining awareness of and adherence to agency procedures dealing with serious and/or unusual incidents.

2. Provide Support to Agency Administration by:

- Maintaining awareness of and adherence to relevant EAF and Ministry guidelines and policies and procedures.
- Promoting growth of an organizational culture that is both inclusive and anti-oppressive.
- Participating in training and staff development as requested/required.



Extend-A-Family Waterloo Region STANDARD OF CONDUCT FOR EXTEND-A-FAMILY EMPLOYEES, PROVIDERS AND VOLUNTEERS

Preamble:

Extend-A-Family Waterloo Region (EAFWR) has a mandate to serve individuals and families in the provision of Respite, Special Services at Home, FamilyHome, and other services. (Individuals/families served by EAFWR will be referred to as individuals being served).

EAFWR is committed to recruiting employees and volunteers who have demonstrated a high standard of conduct in their work. At the same time, EAFWR has an obligation to provide supervision, training, supports, and a safe and equitable working environment.

Breach of any of these standards may result in disciplinary action.

Therefore, EAFWR employees, providers, and volunteers shall:

Section A:

1. Come to work as scheduled and be on time.
2. Leave the place of work (during work hours) only with proper notification and permission.
3. Use the time granted for leaves of absences for the reason(s) it was granted.
4. Ensure that you are aware of and follow EAFWR's policies, procedures and guidelines.

Section B:

5. Use the internet, computer and email systems in an efficient, effective and ethical manner as set out in the *Internet Policies*.
6. Treat EAFWR's and the individuals'/families' equipment and property with respect, asking permission and using any designated process, to borrow or use any of it. Any destruction of property will be acknowledged promptly with steps being taken to repair or replace it, if required.
7. Follow the job description/goals as outlined. If changes are required, consultation/notification will be sought with the individuals/families and the employee's/provider's/volunteer's supervisor.
8. Use only those interventions/therapies which have the consent and knowledge of the families and the EAFWR supervisor.
9. Do your best work in order to meet the goals of individuals/families being served to reflect positively on the reputation/credibility of other employees and EAFWR. Represent EAFWR at all times positively in the community and interactively with others.
10. Report any observations of willful neglect, physical, sexual or verbal abuse of another individual immediately to your EAFWR supervisor, as set out in the *Policy and Procedure Regarding Abuse and Neglect*.
11. Observe the rules of confidentiality as set out in the *Confidentiality/Privacy Policy*.

12. Follow the direction of your EAFWR supervisor(s), keeping in mind that although you may not agree with your EAFWR supervisor, there is an expectation that his/her direction will be followed
13. Ensure awareness of and follow the *Workplace Harassment, Violence and Oppression Prevention policy*.
14. Treat individuals/families being served and colleagues with respect. Work in a manner that is equitable and inclusive of gender, age, sexual orientation, disability, ethnicity, race and religious affiliation.
15. Submit in a timely manner, true and accurate records and time cards ensuring that the cards are verified by all necessary parties.
16. Ensure that the individual being served is not left alone unless as agreed to with the individual's family or guardian.
17. Make yourself aware of and be sensitive to allergies and take appropriate action to ensure the health and safety of the employees/volunteers of EAFWR and of the individuals it serves.
18. Refrain from smoking in the presence of the individual being served. This is understood to include transportation in vehicles, a residence, or any other confined space.

Section C:

The following, if not adhered to, may constitute grounds for immediate dismissal.

19. Any willful neglect, sexual, physical, emotional or verbal abuse of an Individual/family being served.
20. Any consumption of and/or being under the influence of alcohol/or illegal recreational drugs during your work time.
21. The carrying of any firearm or any type of illegal weapon.

If for any reason, for example, ethical, moral or religious beliefs, you feel that you cannot fulfill any part of the code, you are encouraged to seek consultation with your direct supervisor or one of the following: a member of the leadership team, a member of the Anti-Oppression Action Committee or the Representative from Diversity Solutions (DSI)¹

Approved by Board November 25, 2002
Revised & Approved by Board February 23, 2009

¹ E-mail: info@diverstiysolutions.net
Phone (416)476-5755



EXPECTATIONS FROM THE FAMILY AND EAF

- Good communication between worker and individual/family is essential to the success of the contract; however, coordinators are available for support and to help mediate as required.
- Coordinators are responsible to ensure that families understand their role and responsibility to provide orientation and training in their home (i.e. behaviour expectations, hand over hand feeding, etc).
- Coordinators are responsible for ensuring that individuals/families have completed respite books, emergency medical information, worker identification cards, etc.
- Individuals/families are responsible for providing you with a phone number and location where they can be reached and emergency back-up numbers. We are responsible for explaining the on-call system for emergencies. (Please refer to the Employee Information Handbook).
- It is our responsibility to ensure that individuals/families understand their responsibility to reimburse workers for appropriate costs. It is the individual's/family's responsibility to pay the worker for these costs which have been agreed upon in advance.
- Extend-A-Family, your coordinator and the family will ensure you have access to the necessary supports. (Eg. Individualized training, training opportunities, resources, disability information, health and safety, expectations, etc.).
- We will respond to your calls in a reasonable amount of time.



WHAT TO EXPECT FROM WORKERS

Professional Responsibilities:

- To develop a warm, respectful, professional relationship with the person you support and their family
- To communicate with your Coordinator and be accountable as an employee to Extend-A-Family
- To work safely at all times and to ensure the safety of the person you support
- To adhere to the goals of the program with which you are involved with
- To continually advance your professional development and learning
- Be aware of training opportunities and attend training as required (some training is mandatory)

Availability:

- Honour your commitment of availability and notify the family, your coordinator and the office (as appropriate) if you are not able to meet a commitment
- Ensure you have the time and energy required for the work you accept through Extend-A-Family
- Advise EAF/coordinator if you are no longer available and/or are leaving EAF's employment.

Completion of Reports & Important Documents:

- Report to your Support Coordinator any **Serious Occurrences** (i.e. death, injury, abuse, hospitalization, medication errors, vehicle accidents, etc.)
- Report to your Support Coordinator and complete an **Unusual Incident Report** when it is warranted (i.e. any behaviour(s) that is unusual for the individual)
- Submit time cards in a timely fashion
- Complete an Annual Worker Update for each match, once per year with your Support Coordinator
- For Passport Program, complete Progress Reports as requested by your coordinator, usually every six months

Communication:

- Be direct, honest, and timely in your communication with the family and your Coordinator
- Ensure that you have a clear understanding of the role you are required to fulfill. Seek clarification from your Coordinator if uncertainties arise



DRESS FOR SUCCESS STANDARDS OF PRACTICE ON HOW TO WORK WELL AND LOOK LIKE WORK

As a representative of Extend-A-Family, maintaining a professional appearance as well as dressing for the practicalities of your job is important.

All staff should consider what they wear, how appropriate it is for the type of tasks they perform, as well as what message it sends to the individuals we support, their families and the community or environment where we carry out our work. Casual clothing is acceptable in most situations; however, it is not acceptable for employees to wear torn, unkempt, unclean or revealing clothing, or clothing that is printed with messages which could be considered offensive to some people. Clothing should be functional, safe and appropriate to the activity in which the employee is participating, for example, closed-toed shoes when working with someone in a wheelchair, shoes that are secured to the feet when supporting someone who is very active, no scarves when supporting someone who likes to pull and grab things.

Our dress and appearance tell a story about who we are, what our role is, the organization we represent and the level of respect for those we support and come into contact with in the course of our work. Also, because of the relational nature of direct support, individuals we support may see us as role models.

Personal hygiene is very important, especially as direct support work often involves being in close contact with an individual.

The attached article “Breasts, Buttocks and Boundaries: Confident Clothing Choices for Direct Care Professionals”* is recommended reading in support of Extend-A-Family’s Standards of Practice. The final paragraph from the article summarizes the major points of these Standards, as follows:

“In conclusion, consider “dressing for success” when providing direct care; consider safety, comfort and then style, all the while, keeping in mind, the profile of the individuals you are supporting. Think about the events you will be attending and the responsibilities that go along with your role. Consider, too, the people you will meet and who and what you represent. The way you dress for work tells a story about you! But it also tells a story about the agency you work for. Think about what story you want to tell. Be safe and keep others safe.”

*Bailey, Desmond, Katie Miller, Dave Hingsburger, Vita Community Living Services; Breasts, Buttocks and Boundaries: Confident Clothing Choices for Direct Care Professionals; Service, Support and Success: The Direct Support Worker Newsletter, vol. 1: Issue 7, p. 5.

February 5, 2013

**Breasts, Buttocks and Boundaries:
Confident Clothing Choices for Direct Care Professionals**

Desmond Bailey, Katie Miller and Dave Hingsburger
Vita Community Living Services

People who work in banks and offices, or restaurants and machine shops have it easy when it comes to dressing for work. Partly because what they wear to work and what they wear at home come from very different parts of their closets. When you work with people providing support with their everyday activities, the distinction between work and home can become difficult. Working in someone's home calls for really subtle decisions to be made about how to be professional while fitting into a relaxed atmosphere. Clothing can turn a 'home' into a 'facility' and no one wants that. However, clothing that doesn't demonstrate an understanding of boundaries and appropriateness can send mixed messages about relationships. This subject is way more complex than people give it credit.

A bit of research shows that there are over 35 "dressing styles". To name a few: Geek, Jock, Trashy, Skater, Athletic, Fashionista, Rich Girl, Indie, Scene, Trampy, Gangster, Preppy, Vintage, Cheerleader, Nu-rave, Metro-sexual, Tom Boy, Emo, Goth, 70's , 80's, Jock, and the list goes on. Fortunately, Direct Care Workers who support individuals with intellectual challenges don't have to worry about fitting into any particular style genre. "Dressing for success" does not only apply to staff that work in institutions such as banks, insurance companies, design firms and advertising companies. The way Direct Care Workers dress or their personal style can absolutely and will definitely have impact on how safe environments are maintained.

Direct Support Workers need to take into account many things; the unique needs of their work environments and the predictable and unpredictable situations that may arise due to involvement with the individuals both at home and in the community. They also need to think about their relationships with those beyond the people they support such as community professionals like doctors and nurses, as well as representatives from other agencies and, of course, families. With each group, they need to consider how they represent themselves, the organization they work for and the individuals they support.

Consider the following questions: How do you dress for work? What considerations do you take into account when choosing your work clothes? Is this something that you even think about? Do you feel that the way you dress will make a difference in whether or not your day will be successful? Do you feel that the way you dress could influence the interrelationship between yourself and the individuals you support? Do you feel that the way you dress will affect your effectiveness on a whole? And the last question: Before you get dressed, what do you think of first? Is it comfort, style, culture, fashion...or is it safety?

Answering these questions makes it clear that the way Direct Care Staff dress for work does matter. The following tips should help make this a whole lot easier.

1. It's a Job

You are accompanying someone to the beach; you aren't going to the beach. The distinction here is huge. Very few people get to work at the beach. Interestingly, those who do, often have a dress code. Are you aware that most public beaches and public swimming pools have a dress code for the life guards who work there? These codes emphasize that the guards are dressing for 'water rescue' not for fashion, sun tanning or flirting. It's clear that, even in a place where everyone is there for fun and recreation,

staff are there to perform a service. The same is true for those who work in direct care. You are providing a service; therefore, you dress in a way that befits that role. This doesn't mean, of course, that you don't dress for the beach, but you do so in such a way that demonstrates an awareness of your role and a deep awareness of your relationship with the person you serve. Clothing can give mixed messages and can end up in inappropriate behaviours resulting from inappropriate clothing choices.

This is obvious at the beach, but it should also be obvious when working in someone's home or at a workshop. The first thought you have when getting ready to go to work is simply this, 'I'm going to work.'

2. Know Your Environment

Some settings are more volatile than others, or may require a different dress code based on the profile of the individuals at that setting, or it could be based on the event for that particular day. Think about your responsibilities; will you be supporting the member to the opera, a ball game, a nice restaurant, or to visit the family; will you be working in a Day Program, or will you be at the residence? Dress moderately and respectfully. There will be controversy over the terms "moderate and respectful dressing;" people see it differently. Nonetheless, keep in mind that you may be interacting with different people with different needs; keep in mind your work setting, community facilities and events; keep in mind your role, and the level of support that the individual will require. If you are in doubt, wear something simple and comfortable.

3. Know The People You Serve

This was hinted at above, but let's be more specific. Wearing a tie when working with someone who has a history of strangling staff is – um – unwise. Some people with disabilities have problem behaviour that may really limit your clothing choices. Realize the same is true in the 'regular world' of work. Those who work with power tools don't wear things that can get tangled up and limit their range of motion. It's a question of safety. So, if you interact with someone who has issues with temper and aggression, be careful what you choose to wear to work. Ask the Behaviour Therapist or the Supervisor for advice. On the other hand, you may be working with people who have difficulty with boundaries, some may have even offended in the past; again, it's important to realize that clothing choices can reduce risks for everyone concerned. You remember that expression, 'If you've got it, flaunt it?' Well, that may be the very worst advice that anyone can give to anyone anywhere, working any place. Staff working with ADULTS must remember that they are working with ADULTS and that they see the skin and "bare-ness" of summer attire and react in the way any other adult does. Just because they have a disability does not mean that they will not be sexually attracted to the person who is showing lots of skin (whether they are staff or not).

4. Be Attractive Not Distractive

We all want to look and feel attractive regardless of whether or not we buy into the "fashion craze." Being attractive does not mean that one has to show excessive skin and cleavage; if you paint on, rather than pull on your clothing, they are too tight; earrings that look like an invitation to pull off, pants that are so low that pubic hair becomes public, bending over shouldn't make you a crack dealer...you get the picture... Remember, excessiveness is distractive not attractive... Stay simple and modest... Ensure that you clothes are able to breathe and allow for fluid movement. Over-accessorizing could inhibit your safety and the safety of others.

5. What's Wrong With Thongs

Women, there is a reason they are called “Victoria’s Secret.” Wearing a thong should be your little secret! The individuals you support or your co-workers don’t need to know that you are wearing a “thong.” Remember that you may need to change your physiological positioning depending on your task, so if you simply must wear a “thong,” leave the hip hugger jeans at home or wear slacks that go up to your waist, that way, if you need to stoop or bend, your secret won’t be revealed. Another solution might be to wear tops that fall beyond your waist or cover your belt.

Guys, the term is ‘underwear’ that means you wear it ‘under’ your clothes. Seeing your boxer shorts may be ‘cool’ elsewhere, but at work, it’s just as dangerous as a thong. If it can be grabbed and pulled, it will be grabbed and pulled. Besides, anything that hints of outright sexuality, as thongs and boxers do, can blur boundaries and give messages that will be responded to. As mentioned earlier, consider the profile of the individual you are supporting, your responsibilities, your work setting and people you may interact with or meet.

6. Colour Your World / Cover Your World

Its spring time and summer is just around the corner. Wear colourful tops or shirts. Colours can serve several functions. It’s a great visual for individuals that may have limited visual ability as it may enable those persons to see who they are communicating with. Colours can also serve as a sensory experience. Colours can show that you are confident, happy, cheerful, easygoing, and approachable. Colour is also an excellent way to bring individuality and your own sense of style into your clothing choices for work, yet still be able to support the individuals you serve in a safe and appropriate way.

Some fabric experts may argue that cotton, wool, denim and leather are the safest fabrics to wear versus silk, satin and nylon. It is believed that silk, satin and nylon are more susceptible to fire, while cotton, denim, wool and leather are not as equally susceptible. One may not have considered fabric when thinking safety...but we should.

7. Be Confident and Professional

A display of confidence and professionalism goes a long way when supporting individuals with intellectual challenges, as well as while dealing with families, people in the community, peers and management. Confidence and professionalism are not confined to the way we speak and write. They also embody the way we walk, our responses, our interpersonal and physiological conduct, and, of course, the way “we dress.” It has been said that people “act the way they dress.” Think about it, the way we dress and the way we act are psychological. First, it starts with the way we see ourselves, the way we view the people we support and the way we view our work environment. Second, we then make choices about the way we dress which communicates how we see ourselves in relation to those we work with and with the workplace itself.

In conclusion, consider “dressing for success” when providing direct care; consider safety, comfort and then style, all the while, keeping in mind, the profile of the individuals you are supporting. Think about the events you will be attending and the responsibilities that go along with your role. Consider, too, the people you will meet and who and what you represent. The way you dress for work tells a story about you! But it also tells a story about the agency you work for. Think about what story you want to tell. Be safe and keep others safe.

Bailey, Desmond, Katie Miller, Dave Hingsburger, Vita Community Living Services; [Breasts, Buttocks and Boundaries: Confident Clothing Choices for Direct Care Professionals](#); Service, Support and Success: The Direct Support Worker Newsletter, vol. 1: Issue 7. February 5, 2013



DRIVING RECORD INFORMATION FORM

NAME OF DRIVER (print): _____

This column is the driving information we have for you as of _____	Make any changes to our information in this column								
<p>1. Will you be driving as part of your job function ?</p> <p>If No, simply sign and date this form at the bottom and return. If Yes, complete items 2 to 4, then sign, date, and return this form.</p>	<p>1. Will you be driving as part of your job function ? _____ (Yes/No)</p> <p>If No, simply sign and date this form at the bottom and return. If Yes, complete items 2 to 4, then sign, date, and return this form</p>								
<p>2. Drivers License</p> <p>Copy of valid driver's license received:</p> <p>License #:</p> <p>Expiry Date:</p>	<p>2. Drivers License</p> <p>Copy of valid driver's license provided: _____ (Yes/No)</p> <p>License #: _____</p> <p>Expiry Date: _____</p>								
<p>3. Vehicle Insurance</p> <p>Vehicle #1: Copy of valid insurance policy received: (with \$1 million liability coverage)</p> <p>Insurance Company or Broker: _____</p> <p>Policy #: _____</p> <p>Expiry Date: _____</p> <p>Vehicle #2 (if applicable): Copy of valid insurance policy received: (with \$1 million liability coverage)</p> <p>Insurance Company or Broker: _____</p> <p>Policy #: _____</p> <p>Expiry Date: _____</p>	<p>3. Vehicle Insurance</p> <p>Vehicle #1: Copy of valid insurance policy provided: _____ (Yes/No) (with \$1 million liability coverage)</p> <p>Insurance Company or Broker: _____</p> <p>Policy #: _____</p> <p>Expiry Date: _____</p> <p>Vehicle #2 (if applicable): Copy of valid insurance policy provided: _____ (Yes/No) (with \$1 million liability coverage)</p> <p>Insurance Company or Broker: _____</p> <p>Policy #: _____</p> <p>Expiry Date: _____</p>								
<p>4. Driving Record</p> <p>Please provide information about your driving record over the past three (3) years. Indicate any driving tickets, infractions, loss of points, accidents or driving convictions on your driving record. (Give details on back of page if necessary):</p>	<p>4. Driving Record</p> <p>Please provide information about your driving record over the past three (3) years. Indicate any driving tickets, infractions, loss of points, accidents or driving convictions on your driving record. (Give details on back of page if necessary):</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Type of incident:</th> <th style="text-align: left; border-bottom: 1px solid black;">Date:</th> </tr> </thead> <tbody> <tr> <td style="border-bottom: 1px solid black;">_____</td> <td style="border-bottom: 1px solid black;">_____</td> </tr> <tr> <td style="border-bottom: 1px solid black;">_____</td> <td style="border-bottom: 1px solid black;">_____</td> </tr> <tr> <td style="border-bottom: 1px solid black;">_____</td> <td style="border-bottom: 1px solid black;">_____</td> </tr> </tbody> </table>	Type of incident:	Date:	_____	_____	_____	_____	_____	_____
Type of incident:	Date:								
_____	_____								
_____	_____								
_____	_____								

I am aware I may occasionally be required to drive as part of my job function, which may include driving an individual. I agree that I will inform the insurance carrier of the vehicle(s) I will be driving and ensure that I have full coverage on the vehicle(s) when used as part of my job function. EAFWR is not directly, indirectly or vicariously liable for any claim for injury, or property damage, or any other claim that might occur as a result of my driving as part of my job function.

I am aware that driving any passenger other than the supported individual, including the individual's family members, will be entirely at my own risk and insurance coverage. EAFWR will have no liability for any other passengers in the vehicle.

I confirm that my responses to the above are true, complete and accurate to the best of my knowledge and belief. I am also aware that I must immediately advise EAFWR of any change in my driving record, license validity or my insurance coverage and I understand that failure to do so or any falsification or misrepresentation of the information I provided on this form can be cause for disciplinary action including termination of my employment. I am aware that as a condition of my employment this form must be renewed annually or as requested, to remain an eligible driver with EAFWR.

I HAVE READ, UNDERSTAND AND AGREE WITH THE ABOVE.

SIGNED: _____
Revised September 20, 2012

DATED: _____



DRIVING INFORMATION AND CONSENT TO PROVIDE TRANSPORTATION AS PART OF JOB FUNCTION

If an employee/volunteer will only be driving to and from work, this is not considered driving as part of his/her job function.

It is the responsibility of the family, guardian or individual (if adult) to provide transportation of an individual. On occasion, employees/volunteers may be asked/required to drive an individual as part of his/her job function with Extend-A-Family Waterloo Region (EAFWR). This may include an employee/volunteer who is not the direct support person but is involved in arranging or providing supports through EAFWR programs.

In any event, employees/volunteers are only permitted to drive individual(s) supported through EAFWR when the following conditions are met:

- 1) The family, guardian or individual agrees to pay transportation costs according to EAFWR guidelines and has given consent for an employee/volunteer to drive the individual.
- 2) Prior to driving any individual, the driver is responsible to:
 - Inform the insurance carrier of the vehicle, that he/she will be driving the vehicle as part of his/her job function;
 - Ensure full coverage on the vehicle when doing so, including a minimum of \$1,000,000 liability coverage;
 - Ensure the vehicle is in good mechanical condition.
- 3) The Driver Information Form has been completed by the driver and updated as required including required copies of relevant documents.
- 4) If the driver is offered/required to drive a vehicle provided by a supported individual or his/her family, a Letter of Agreement has been completed and signed by the parties.
- 5) Safety guidelines are adhered to. The driver is responsible to inform EAFWR immediately if there is any change to his/her driving record or insurance coverage.
- 6) Should the employee/volunteer choose to drive anyone other than the supported individual, it will be entirely at the employee/volunteer's own risk and insurance coverage. EAFWR support is for the individual only and will have no liability for any other passengers in the vehicle.
- 7) Should the employee/volunteer consent to be a passenger in a vehicle driven by an individual we support or his/her family member or other individual, it will be entirely at the employee/volunteer's own risk and EAFWR will have no liability whatsoever in this situation.
- 8) Families, guardians or individuals are aware that EAFWR employees/volunteers are not necessarily required to provide driving abstracts from the Ministry of Transportation.
- 9) Families, guardians or individuals are aware the EAFWR assumes no liability and makes no representation of the driving record or automobile insurance coverage of the driver(s) at any given point of time other than that provided by the driver to EAFWR. It is further understood, that EAFWR has limited ability to supervise such transportation.

It is understood no claim will be made that EAFWR is indirectly or vicariously liable for any personal injury or property loss that occurs as a result of such transportation provided by the employee/volunteer.

**CONSENT FOR DIRECT SUPPORT CONTRACT WORKER/PROVIDER TO DRIVE
AN INDIVIDUAL AS PART OF JOB FUNCTION**

I, _____ understand and agree to the above conditions and give
(Family, Guardian or Individual)
my consent for _____ to drive _____
(Name of Driver) (Name of Individual)
while providing support as a Contract Worker/Provider of Extend-A-Family Waterloo Region as
stated in this document.

Family, Guardian or Adult Individual

Driver's Signature

EAFWR Coordinator/Representative

Date Signed

**CONSENT FOR EMPLOYEE/VOLUNTEER TO DRIVE AN INDIVIDUAL OR AS
PART OF THEIR JOB FUNCTION AT EAFWR**

I, _____ understand and agree to the above conditions and give
(Family, Guardian or Individual)
my consent for an employee/volunteer of EAFWR to drive _____
(Name of Individual)
as part of an EAFWR program as stated in this document.

Family, Guardian or Adult Individual

Date Signed

EAFWR Coordinator/Representative

Copies: Family File
HR/Program File

Prepared June 2006
Updated October 23, 2011
Updated September 20, 2012
Updated May 27, 2013



TRANSPORTATION SAFETY GUIDELINES

Responsibilities:

1. The family (or program designate when EAF has family responsibility i.e., FamilyHome) is responsible to provide any required car seat system, including a properly installed tether (anchor) bolt to hold the car seat in place, if an employee/volunteer does not already have the anchor bolt in their vehicle.
2. It is the family/program designate who is responsible to ensure that the employee/volunteer is shown and understands the proper method of fastening the car seat system into the vehicle and the child or individual into the car seat system.
3. It is the employee/volunteer's responsibility to ensure that the child or individual is properly secured in the car seat system or by a seat belt as required under the Highway Traffic Act Regulations as well as placed in the proper area of the vehicle.
4. It is the responsibility of the family/program designate to ensure to the best of his/her ability, that all of the provisions in the Safety Guidelines are followed by any non-employee/volunteer who drives an individual supported by EAF.

Government Regulated Safety Standards:

Safety Standards as required by law under the Highway Traffic Act Regulations for Restraints are as follows:

All Infants, ten kilograms (22 lbs.) or less, must be secured in a **rear-facing** child restraint system when being transported that:

- Is secured by the pelvic restraint system of a seat belt assembly in the manner recommended by the manufacturer of the child seat restraint system and has all harnesses, straps and buckles designed to secure the child in the child restraint system properly adjusted and securely fastened.

All Toddlers, ten to 18 kilograms (22 to 40 lbs), must be secured in a child restraint system when being transported that:

- Is secured by the pelvic restraint system of a seat belt assembly in the manner recommended by the manufacturer of the child seat restraint system and, where practicable, by all other anchorage straps and devices recommended by the manufacturer and has all harnesses, straps and buckles designed to secure the child restraint seat system properly adjusted and securely fastened.

All Children up to 8 years of age weighing between 40 to 80 lbs and less than 4 ft. 9 in. in height, must be secured in a booster seat by the pelvic/shoulder harness restraint of a seat belt assembly. Booster seats are not anchor bolted to the car.

All other Individuals must be secured by the pelvic restraint of a seat belt assembly and if available a shoulder harness.

Safety Reminders:

Never use a child safety seat that is beyond the expiry date.

Instructions for attaching the seat to the vehicle and securing the child into the seat should be available in the vehicle.

Never have a car seat or child under 12 years of age in the front seat of a vehicle if there is an air bag in the front of the vehicle. The safest position is in the middle of the back seat.

Do not leave loose items in your vehicle as they can be thrown around in a crash and cause injury.

July 2005



TRANSPORTATION AND EXPENSE INFORMATION FOR WORKERS

The **Driving Information and Consent to Provide Transportation as Part of Job Function** form must be signed by the individual/family and the worker and comply with EAFWR procedures prior to a worker being able to transport participants during working hours.

Transportation - The individual/family is responsible for all travel expenses for the worker during contract hours however, funding may be used to cover program approved travel expenses for workers during work hours. Please use the **Transportation Reimbursement - From Contract Funding** form.

- Transportation costs may include mileage (for use of the worker's vehicle), bus or taxi fees that are incurred during contract hours.
- Mileage will be reimbursed to the worker by the individual/family, or through the contract, at a rate of \$.40 cents per kilometre.
- All mileage or transportation costs must be approved by the individual/family in advance. Monthly mileage forms should be completed by the worker and signed by the individual/family for a record to indicate receipt of payment or authorization for payment.

For trips outside the region, flat rates for mileage may be negotiated with the knowledge of your Support Coordinator.

- Mileage to and from the family home can be negotiated with your Support Coordinator for contracts in rural areas, where distance is a barrier.

Any exceptions to the above must be approved by your Support Coordinator/EAF.

April 2012 - Expenses for Community Participation Supports approved under PASSPORT FUNDING GUIDELINES, can be submitted on the green Invoice/Reimbursement Sheet for Community Participation Supports.

Expenses - Expenses incurred for the individual and for the worker, related to the contract, are the responsibility of the individual/family.

Expenses (ie. admissions, meals out, supplies) may not be charged to the contract.

It is recommended that Monthly Expense forms be completed by the worker with receipts attached and signed by the individual/family as a record and to indicate receipt of payment.

All expenses need to be approved by the individual/family in advance.

- If eating out in the community is part of the contract goals, the individual/family is responsible to pay for the individual and the worker. If the contract is under three (3) hours in length, and a snack is purchased, the worker will be expected to pay for themselves. If the activity/work shift is longer than three hours it is the responsibility of the individual/family to provide for the meal/snacks.
- All other expenses (ie. craft, baking, educational supplies) are the responsibility of the individual/family.
- Any exceptions to the above must be approved by your Support Coordinator/EAF.



TRANSPORTATION REIMBURSEMENT
From Contract Funding

Extend-A-Family
91 Moore Ave
Kitchener, ON N2H3S4
Ph: 519-741-0190

Individual Supported: _____ EAF Coordinator: _____

Worker's Name: _____

DATE	DESTINATION (Eg. Library, Pool, Community Activity, etc.)	COST (eg. km x \$0.40 or bus ticket cost)
Total to be Reimbursed:		\$

Notes:

- Mileage is reimbursed at \$0.40/km.
- Please attach receipts if requesting to be reimbursed for taxi or bus tickets.
- It is recommended that this form be submitted on a regular basis for reimbursement.

***Please complete the section below and submit to your EAF Support Coordinator.**

We, the individual/family, agree to have the above transportation costs taken out of contract funding.

Worker Signature

Date

Individual/Family Signature

Date

Direct Deposit to Family

Direct Deposit to Worker



QAM – QUALITY ASSURANCE MEASURES

All developmental service organizations in Ontario now operate under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*, which includes the Ontario Regulation 299/10 and a number of quality assurance measures:

“MCSS announced that all developmental service agencies providing services to adults with developmental disabilities will be required to comply with the requirements of the quality assurance measures (QAM) regarding Ontario Regulation 299/10....effective January 1, 2011.”

What does this mean for you?

There is **mandatory province-wide training** or education for boards of directors, staff, workers and volunteers of agencies that provide services and supports to adults with a developmental disability.

There is much work to be done and your participation in this is both time-sensitive and mandatory – the Ministry of Community and Social Services expects compliance immediately.

What is the first step?

For all of our workers who support adults, 18 years of age and over, the first step is to view, and then sign off that you have viewed, a training video. When you have completed viewing the segments identified below you need to **complete the evaluation survey** we have created. We will assure that your participation is tracked on our contract management system.

There are **two options** available, through Extend-A-Family, for you to view the **QAM** video:

- 1. On-line** - Link to site at: http://qamtraining.net/files_english.html
Click on “Videos” – Do not “Download Video”, instead, click on the screen for each segment.
Watch segments: **1, 2, 4, 7, 8** (will take about 70 minutes)
Link to evaluation survey at: <http://www.surveymonkey.com/s/QAMtraining>
Complete and submit the survey on-line **or** contact us to receive a hard copy to mail/fax to EAF.
- 2. QAM Video Viewing at Extend-A-Family** – The QAM video can be viewed at the Extend-A-Family office if you do not have access to a computer. Please contact Joy Hewitt or Karen Bennett to make arrangements.

The next step: It is now mandatory that **all workers**, for Extend-A-Family, be **certified in First Aid/CPR**. We have added classes to our training schedule to accommodate our workers needing to certify or re-certify...**for free**. Please call our front desk at **(519) 741-0190 ext. 0** to sign up for a class. To view our Training Schedule, please visit our website www.eafwr.on.ca. If our dates don’t work with your schedule, the other option will be to attend a First Aid/CPR class being offered elsewhere, at your expense.

If you are already certified in First Aid/CPR –**Thank You!** *Please note that re-certification will now be compulsory within 3 years of your course date.*

If you have any questions related to this initiative, please be in touch with either:

David Lobe, Training Coordinator at 519-741-0190, ext 315 dlobe@eafwr.on.ca



**ANNUAL WORKER UPDATE
(Family/Individual)**

Worker's Name: _____ **Date:** _____

Individual's Name: _____

Support Coordinator: _____

5. How has the worker performed during the past year? (i.e. activities, goals, outings, etc.)

6. Please discuss the successes you have experienced with your worker.

7. Have there been any challenges over the past year?

8. What can I do to support you with your worker? (i.e. training, resources, etc.)

Pay Information





HOW TO GET PAID

Before you start working, you must complete a **Payroll Information Form** and if applicable a **TD-1 FORM** in order to get paid. Please attach a VOID cheque to the Payroll Information Form. You will be paid by **direct bank deposit**.

Special Services at Home/Program Plus for Passport:

- Use the appropriate time cards entitled Extend-A-Family SSAH (Pink card).
- Program Plus for Passport, use the appropriate time card entitled Passport (Green card).
- Complete the time you have worked, within the 2 week interval outlined on the card, **according to the pay periods indicated on the pay schedule**.
- Have the family sign the time card and initial entries for each day worked.
- Submit the time card to Extend-A-Family.

Note: MFTD and Summer Enhancement use purple time cards.

Respite Program:

- Use the appropriate time cards entitled Respite (Blue card).
- After **EACH** period of respite, have the family sign the sheet clearly indicating the start and end times of the respite. Please include the year.
- Submit the time card to Extend-A-Family.

FamilyHome and 1:1 Support:

- Use the appropriate time cards as designated by the Support Coordinator
- Have the family/caregiver sign the time card
- Submit the time card to the Coordinator linked with the family/individual

****IMPORTANT INFORMATION FOR ALL PROGRAMS. PLEASE READ****

- You must submit all time cards within 2 weeks of the hours worked in any program.
- Time cards must be submitted on the Monday, 2 weeks prior to the next pay day, or they will be held over until the next pay day 2 weeks later.
- Your time cards can be submitted either by mailing them in beforehand to 91 Moore Avenue, Kitchener, Ontario, N2H 3S4 or you can drop them off at one of the following locations:
 1. **Kitchener/Waterloo:** Extend-A-Family Office (back entrance, white mailbox)
 2. **Cambridge:** Red Cross Building, 17 Cambridge Street, Cambridge (white mailbox)
 3. **Elmira:** Elmira Association, 118 Barnswallow Drive, Elmira (back entrance, white mailbox)
- No pay is exchanged between the worker and the individual/family. All time cards must be submitted to Extend-A-Family for payment.
- If there is a discrepancy between the amount paid and what you thought you should be paid, please notify our Financial Coordinator, at 741-0190 ext. 224.



IMPORTANT PAY INFORMATION

- Get your time cards in on time;
- Make sure the individual/family signs them as we are not able to process the cards without their signature;
- Put the first and last name of the person that you are providing SSAH or Respite for on all your time cards;
- Put your name, first and last, on all time cards;
- Submit your cards on a bi-weekly basis (**please do not save them up**).

Remember, you are responsible for getting your time cards in on time and filled out correctly. We want to pay you on time and will do our best; however, **time cards that are filled out incorrectly must be checked. This delay may result in your not getting paid until the following pay period. Also, time cards that are submitted after the due date will be held over to the following pay period or longer depending on how long after the due date they are submitted.**

Please also NOTE that severely stale dated time cards (older than 6 months) might not be verifiable for payment.

If you need more information about how to fill out your time cards, your coordinators will be happy to teach you. We just want to make sure you get paid on time.



PAY RATES & REIMBURSEMENT DETAILS

Contract Work (Special Services at Home/Program Plus for Passport):

- The standard starting wage is from \$12/hour up plus 4% vacation pay, based on a variety of factors
- Taxable income, hourly wage
- Vacation pay is included in the hourly rate
- Employee agreements are signed
- Probation period of 3 months

Respite Program: (Eligibility requires that a person have a developmental disability)

- Reimbursement for the cost of providing Care, (non-taxable, no T-4 issued).

Hours	Pay
2 hours (minimum # of hours must work)	\$10
Over 2 hours , up to 3 hours	\$15
Over 3 hours, up to 4 hours	\$20
Over 4 hours, up to 5 hours	\$25
Over 5 hours, up to 6 hours	\$30
Over 6 hours, up to 7 hours	\$35
Over 7 hours, up to 8 hours	\$40
Over 8 hours, up to 9 hours	\$45
Over 9 hours, up to 10 hours	\$50
Over 10 hours, up to 11 hours	\$55
Over 11 hours up to 24 hours	\$60
Weekend (48 hours)	\$120

- Siblings can be included in periods of respite as well; this is made clear at the time of the match; you will be reimbursed \$5.00/sibling for periods under 10 hours and \$10/day (or periods over 10 hours at one time). Please note that in given family situations, there will be a variation in the respite reimbursement scale (eg. In households where there is more than one child with a disability, etc.).

FamilyHome Program Respite:

- Reimbursement for the cost of providing care is \$45.00/overnight period, (non-taxable, no T-4 issued)
- Shorter periods of respite are reimbursed at a rate determined by the Support Coordinator

1:1 Support Work:

- 1:1 basis, usually in replacement capacity, often need to be available on a last minute basis, taxable income, T-4 issued
- Rates vary according to the budget of the person to be supported but usually are \$12/hour plus 4% vacation pay = \$12.48/hour. Vacation pay is included in the hourly rate.



PAYROLL INFORMATION

Last Name: _____ First Name: _____

Mr. Male Address: _____ (Street)
 Mrs. Female _____ (City, Prov.)
 Ms. _____ (Postal Code)
 Miss _____

Phone Number: () _____

Date of Birth (Mo/Day/Yr.): _____

Social Insurance Number: _____

I have supplied a VOID cheque or BANKING INFORMATION to Extend-A-Family for **direct deposit** payroll purposes.

I declare that I am legally eligible to work in Canada.

I declare that I am 18 years of age and less than 65 years of age: Yes No

I hereby give Extend-A-Family permission to use my Social Insurance Number for the purposes of identification.

Kitchener-Waterloo Extend-A-Family Association, hereinafter referred to as EAF, is required to collect personal information from time to time. EAF is required to use and disclose that information to families, individuals, third parties and government agencies for the purpose of matching, payroll, funding and other purposes. EAF may also disclose such information to third parties for the purpose of completing any of the above tasks on its behalf. **By signing this document I, hereby give my consent to EAF to use my personal information for the purposes as indicated in this clause.**

Signature: _____

Date: _____

For Office Use Only

Employee Number: _____

Date of Hire: _____

Entered into CMS: Yes Initial: _____

Date Entered: _____

For HR Use Only

- SSAH
- Respite
- FamilyHome
- Emergency Care
- Summer Program
- Individualized Support
- Adult Fun Groups
- Other: _____



**PAY SCHEDULE 2013-2014
For EAF Pay Cards**

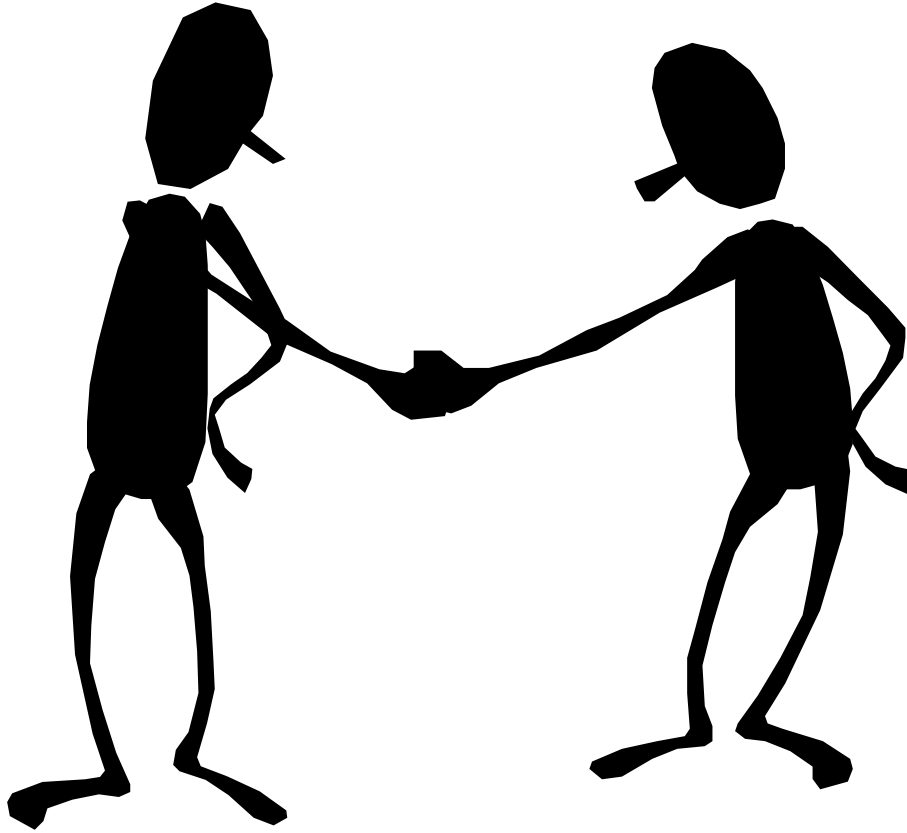
PAY PERIOD	TIME CARDS DUE BY	PAY DAY
April 01 – April 06	Monday, April 08	Friday, April 19
April 07 - April 20	Monday, April 22	Friday, May 03
April 21 - May 04	Monday, May 06	Friday, May 17
May 05 - May 18	Monday, May 20	Friday, May 31
May 19 - June 01	Monday, June 03	Friday, June 14
June 02 - June 15	Monday, June 17	Friday, June 28
June 16 - June 29	Monday, July 01	Friday, July 12
June 30 - July 13	Monday, July 15	Friday, July 26
July 14 - July 27	Monday, July 29	Friday, August 9
July 28 - August 10	Monday, August 12	Friday, August 23
August 11 - August 24	Monday, August 26	Friday, September 06
August 25 – September 07	Monday, September 9	Friday, September 20
September 08 – September 21	Monday, September 23	Friday, October 04
September 22 - October 05	Monday, October 07	Friday, October 18
October 06 – October 19	Monday, October 21	Friday, November 01
October 20 – November 02	Monday, November 04	Friday, November 15
November 03 – November 16	Monday, November 18	Friday, November 29
November 17 - November 30	Monday, December 02	Friday, December 13
December 01– December 14	Monday, December 16	Friday, December 27
December 15 – December 28	Monday, December 30	Friday, January 10
December 29 – January 11	Monday, January 13	Friday, January 24
January 12 – January 25	Monday, January 27	Friday, February 07
January 26 – February 08	Monday, February 10	Friday, February 21
February 9 – February 22	Monday, February 24	Friday, March 07
February 23 – March 08	Monday, March 10	Friday, March 21
March 9 – March 22	Monday, March 24	Friday, April 04
March 23 – March 31	Monday, April 07	Thursday, April 17
NEW CONTRACT YEAR		
April 01 – April 05	Monday, April 07	Thursday, April 17

2013 - 14 STATUTORY HOLIDAY SCHEDULE

Extend-A-Family Workers will be paid time and a half for working on the eligible Statutory Holidays listed below. This will impact the family's hours, therefore, please schedule the support for an alternate day, if possible. Please contact your Coordinator should you have any questions.

Good Friday	Friday, March 29, 2013
Victoria Day	Monday, May 20, 2013
Canada Day	Monday, July 01, 2013
Labour Day	Monday, September 02, 2013
Thanksgiving Day	Monday, October 14, 2013
Christmas Day	Wednesday, December 25, 2013
Boxing Day	Thursday, December 26, 2013
New Years Day	Wednesday, January 01, 2014
Family Day	Monday, February 17, 2014

Screening And Hiring Process





REFER A FRIEND

Extend-A-Family is always looking for reliable, energetic, creative and committed persons with a strong interest in working with individuals with disabilities. You can assist us in this search by asking yourself two questions:

- Do you enjoy your job at Extend-A-Family?
- Do you have friend (s) that would enjoy the experiences as well?

If you answer ‘yes’ to both questions, please ask your friend (s) to contact:

Michelle Scala
Recruitment and Volunteer Coordinator
Extend-A-Family Waterloo Region
91 **Moore Avenue**
Kitchener ON **N2H3S4**
Phone Number: **(519)741-0190, ext.238**
Fax: **(519)741-0392**
Email: mscala@eafwr.on.ca
Website: www.eafwr.on.ca

Thank you for your continued support with Extend-A-Family and any assistance you can give us in recruiting new workers!!



SCREENING/HIRING PROCESS

1. Applicants submit most current resume and complete an Application/Preference Form.
2. If the applicant has previous experiences, relevant skills and an interest in supporting individuals with disabilities, they will be contacted by the Recruitment Coordinator.
3. The Recruitment Coordinator will call the applicant to discuss his/her interest in working for Extend-A-Family, skills/experience, availability, information about the Reference Inquiry Form and the Criminal Reference Check.
4. Three (3) Reference Inquiry Forms must be completed and submitted to the Recruitment Coordinator along with a Criminal Reference Check. After the Recruitment Coordinator reviews this information, an interview may or may not be arranged.
5. Interview.
6. Completion of paperwork and forms.
7. Information entered into Contract Management System (CMS).



WHAT TO EXPECT AFTER BECOMING A FULLY SCREENED WORKER

EAF, as an agency, will make every effort to match you with a family in a timely manner. Depending on your skills and availability, and what the families have identified as needs. It may take a few weeks or even months until an appropriate match is found. To assist in this process, it is important to keep EAF updated as to your availability and newly acquired skills.

Those workers who are flexible, available evenings & weekends, have access to a vehicle and those who are eager to learn and gain experience will most likely find the match process uncomplicated. Those workers with more limited availability/skills may find the process a little more time consuming. The family chooses who will work with their child/sibling. There is no guarantee of any work or how much.

If you have not been contacted by a Support Coordinator in 2-3 weeks after you are fully screened, please feel free to contact our Recruitment Coordinator to inform him/her that you are still unmatched.

A Support Coordinator contacts a worker who matches families' criteria. A meeting will be scheduled with the Support Coordinator to give you more detailed information about the family's needs and contract goals. This initial meeting is your opportunity to sell yourself! It is at this meeting that the Support Coordinator is assessing your suitability to the contract.

A Support Coordinator will then facilitate a match meeting with you and the Individual and their family. Prior to or during this match visit, in consultation with the family, the Support Coordinator will be able to provide you with detailed information about the following;

- Hours of the contract, days of the week, etc.
- Needs of the Individual, including lifts and transfer, behaviours, medical needs, etc.
- Necessary training for the contract (i.e. First Aid, CPR, NVC, etc.)
- Expectations of the contract & SSAH, Passport goals (i.e. community centered, home based, personal care, social skills, etc.)
- Location of the home (what community locations are near i.e. community centers, churches, YMCA, schools, etc.)
- Other individualized information pertaining to the contract

We do not suggest that either the Support Worker or the Family make their decision during the match visit. Take the time to consider all that has been shared with you and your willingness to commit to this opportunity. If you have additional questions or concerns, please discuss them with the Support Coordinator before accepting a contract. We do ask for a one year commitment to the contract. Should you accept the contract, the Support Coordinator can assist you to set up your first shift and guide you through the next steps.

Although we understand that you are eager to be matched, we ask for your patience throughout the process. Extend-A-Family does not just employ people rather; it offers them the opportunity to have a long term, mutually rewarding relationship with someone from their community.



HOW TO GET A CRIMINAL REFERENCE CHECK

The Type of Police Reference Check required is one that allows employees to work with individuals in the vulnerable sector. No other type is acceptable.

Police checks are required for all individuals who do work, paid or voluntary, with Extend-A-Family. Also, if you are volunteering or providing Respite or Special Services at Home in your own home **every person residing in your household over the age of 18 must have a police check done as well.**

In some cases, Extend-A-Family can apply for a police check for you through BackCheck. You will be required to fill out the forms including a consent form and to provide one piece of government issued photo identification such as a driver's license or health card. The cost for this is \$28.25 to be paid at the time the police check is requested. The police check generally takes about 48 hours to process.

You may also get a police check from any local precinct of the Waterloo Regional Police with two pieces of identification, one of which must be a government issued photo identification. The cost for this is approximately the same as that charged by BackCheck. The police check from the police precinct takes anywhere from two to six weeks to process.

All candidates for employment with Extend-A-Family are responsible for the cost(s) of providing requested police checks. However, if you will be doing volunteer work with us or are on a student placement and are required to provide an updated police check, you will not be charged for the police check through BackCheck or if you are submitting the police check from a police precinct you will be reimbursed a portion of the cost of the new police check based on submission of your paid receipt.

Photocopies of police checks cannot be accepted because there is a possibility that they can be altered. **We can only accept originals.**



APPLICATION / PREFERENCE FORM

Last Name: _____ First Name: _____ Initial: _____

Address: _____ (Street) Phone #: _____

_____ (City, Prov.) Cell #: _____

_____ (Postal Code) Email: _____

Work Experience – Please list last position first

Start/End Date	Business Name/Location	Position Held

Volunteer Experience – Please list last position first

Start/End Date	Business Name/Location	Position Held

Education

Level of Education High school, College, University	Name of School (Optional)	Program & License/Diploma/Degree Achieved

I am interested in working with:

- Male
- Female
- Either
- Preschool
- Elementary
- Teens
- Adults
- Seniors
- Any age

Geographic area preferred:

- Kitchener
- Waterloo
- Cambridge
- Elmira
- Other: _____
- Other: _____

Skills/Experiences & Courses Taken

- Behavioural Challenges
- Developmental Services/DH
- Early Childhood Education
- Physiotherapy
- Teaching
- Occupational Therapy
- Lifts/Transfers
- Assisting with Personal Care
- Kinesiology
- First Aid (Please provide copy of certificate)
Expiry Date: _____
- C.P.R. (Please provide copy of certificate)
Expiry Date: _____
- N.V.C.I/C.P.I (Please provide copy of certificate)
Expiry Date: _____
- Recreation/Leisure/Camp
- Nursing (Type) _____
- Augmented Communication
(Type) _____

Interests

- Crafts
- Computers
- Music
- Reading
- Gardening
- Other: _____
- Outdoor Activities: _____
- Sports: _____

Availability

- Weekdays A.M.
- Weekdays P.M.
- Weekdays Evening
- Weekend Days
- Weekend Evenings

Please give specific time details if necessary: _____

How many hours would you like to work each week? _____

Languages Spoken and Understood: _____

Transportation:

- 1. Do you have access to a vehicle? Yes No
- 2. Do you have a valid driver's license? Yes No Liability Insurance: Yes No

Emergency Contact Information

Name: _____ Phone: _____
 Name: _____ Phone: _____

I understand that if/when I am called for an interview I will be required to bring 3 completed reference forms and my completed Criminal Reference Check. I also declare that the information given above and all documents that I will sign are true. I understand that making a false statement on this form could result in termination of my employment if I am hired.

Signature: _____ Date: _____

Please complete the Application/Preference Form for Respite Only if you are interested in providing Respite and/or FamilyHome services in your own home.



APPLICATION / PREFERENCE FORM RESPITE ONLY
FOR PROVIDING OUT OF HOME SUPPORT (In Your Home)

1. Program Interest: Respite Program Family Home Program

2. Do you have any health concerns which you feel may impact on your ability to carry out the responsibilities involved in providing support? If yes, please describe: _____

3. Are there any other people living at your address: Yes No

If yes, please complete the following:

Sex	Name	Age	Relationship	Occupation

N.B. I understand that any persons living in my home eighteen years of age or older, will be required to provide a completed police check, if I will be providing support in my home.

4. Please indicate your type of accommodation (i.e., apartment, townhouse, etc.): _____

5. Is your house wheelchair accessible (i.e., one level, ramped, etc.)? Please describe: _____

6. Do you have space to accommodate a child/adult in your home? (If yes, please describe sleeping arrangements, play areas, etc.) _____

7. Do you have any pets? If yes, describe: _____

8. Are you or anyone who lives in your house a smoker? Yes No

9. Do you have Comprehensive Home Insurance? Yes No
If Yes: Amount of liability coverage \$_____

N.B. If matched with a family to provide support in my home, I would be willing to advise Extend-A-Family, the name of my insurance carrier and policy number for my Comprehensive Home Insurance.

10. Are you available to provide services for more than one family? Yes No

11. Is there a particular family you would like to provide services to? Please list their name:

I understand that if I am considered for an interview, I will be required to provide three completed reference forms and my completed police check. I also declare that the information given above is true and that making a false statement on this form could result in termination of my services and/or termination of my employment.

Signature: _____ Date: _____

SECONDARY APPLICANT INFORMATION
For Spouse/Significant Other Where Appropriate
FOR PROVIDING OUT OF HOME SUPPORT (In Your Home)

Name: _____

Relationship to Primary Applicant: _____

It is important that any spouse/significant other, who may be involved in providing this type of support, is understanding and supportive of this application. Please share with us your feelings about proceeding with this application, and describe your anticipated level and type of involvement:

Employment Information

Occupation: _____

Name of Employer: _____

Address of Employer: _____

Phone # of Employer: _____

Automotive/Insurance Information

Do you have access to a vehicle? Yes No
Do you have a valid driver's license? Yes No
Do you have Liability Insurance? Yes No Amount: \$ _____

I understand that if I am considered for an interview, I will be required to provide three completed reference forms and my completed police check. I also declare that the information given above is true and that making a false statement on this form could result in termination of my services and/or termination of my employment.

Secondary Applicant

Signature: _____

Date: _____

Last updated: November 2003



**OFFER AND CONDITIONS OF EMPLOYMENT FOR EAFWR
CONTRACT WORKERS AND/OR FOR SERVICES AS AN EAFWR
RESPIRE OR FAMILYHOME PROVIDER**

To: _____
Print Name

This is an offer of employment and the conditions of employment for the position of an EAFWR contract Worker AND/OR for your services as an EAFWR Respite/FamilyHome Provider as follows:

As an EAFWR Contract Worker, you will be employed by Extend-A-Family on a casual and an as required basis. There is no guarantee of any minimum hours of work being made available to you. An attempt will be made to match you with an individual or family. You will be required to work such hours as are determined and agreed to pursuant to your match with the individual or family. This offer is dependent on continued funding for the position(s).

Your employment with EAFWR will start on the first date you are actively at work. As per the Employment Standards Act, should you not work for 3 months during any 4 month period, you will be made inactive in our system and your employment with EAFWR will end. You are required to let your Support Coordinator know if you have not worked for 3 months. If you wish to be rehired, a new offer/conditions of employment will have to be signed.

As an EAFWR Contract Worker, your hourly pay rate will be determined by the program. To be paid for hours worked only. Your vacation accrual will be 4% of your paid wages. This accrual will be paid to you at the same time as your wages. You will be enrolled for Government Benefits such as Canada Pension, Employment Insurance and Workplace Safety and Insurance Board coverage as soon as you are eligible. Coverage for these benefits is dependent on your earnings and hours worked.

As a condition of this offer/conditions of employment you may not be an Independent Service Provider/Private Support Worker for any of the individuals or families to whom you are also providing your services or support as a Worker/Provider of Extend-A-Family, unless approved, in exceptional circumstances, in advance, by your EAFWR Coordinator.

As an EAFWR Respite/FamilyHome Provider, you will receive reimbursement from Extend-A-Family for the cost of providing care and support. This offer is dependent on continued funding for the position(s).

All workers/providers are expected to complete training as required by EAFWR.

Any other terms and conditions of your employment and/or your services will be bound by Extend-A-Family's policies, procedures and usual practices for its Workers/Providers, as provided in the Worker/Provider Information Handbook, on the EAFWR Website, through your Coordinator and as applicable in the Employment Standards Act of Ontario (ESA). Any entitlement to notice or payments because of termination of your employment is limited to that indicated in the ESA.

Please turn page over >

This offer/conditions of employment can be terminated by either party with notice.

If both parties agree, the terms of this offer/conditions of employment will automatically be renewed on April 1st of each year for a one-year period, unless terminated by either Extend-A-Family, or yourself.

I ACCEPT THIS OFFER AND AGREE TO ALL THE CONDITIONS IN THIS DOCUMENT:

Contract Worker/Provider Signature

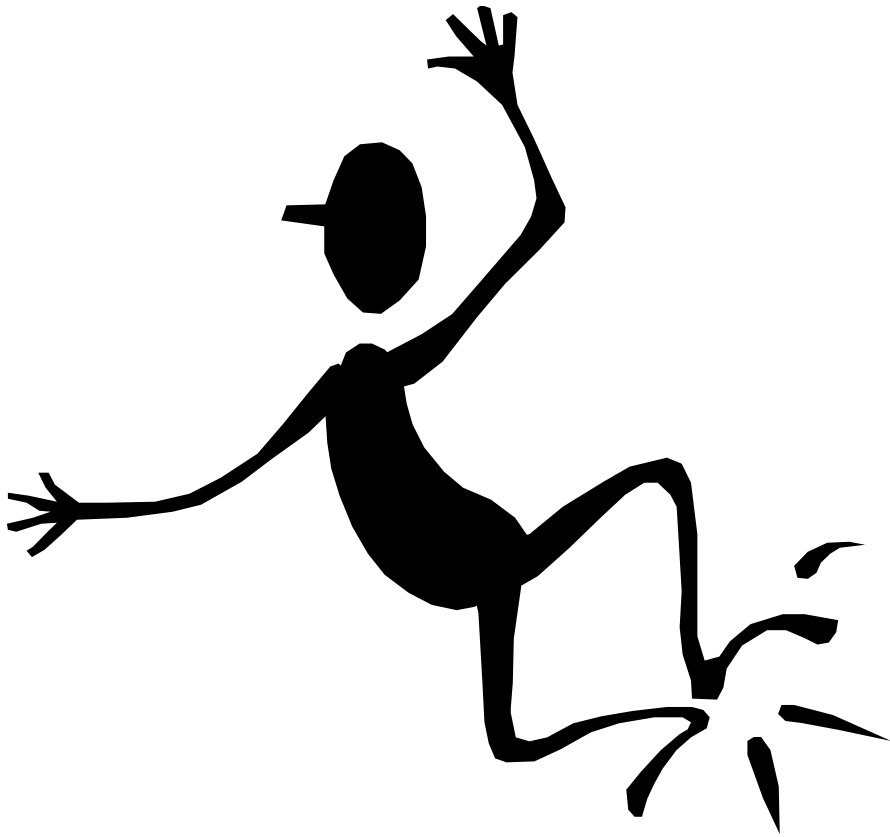
Date Signed

Human Resources Delegate

Office Use: Screened Date: _____ Entered Date: _____ Signature: _____
--

02/2012

Health and Safety Information





Extend-A-Family Waterloo Region HEALTH AND SAFETY POLICY

Preamble:

Extend-A-Family Waterloo Region (EAFWR) strives to provide a healthy and safe working environment and is responsible for ensuring that those environments under its control are maintained as healthy and safe places within the meaning and spirit of the *Occupational Health and Safety Act*. Each employee has primary responsibility for their own safety and actions, and for others affected by their actions. In addition, EAFWR expects employees to practice safe work habits at all times and insists on compliance with legislative requirements and regulations contained in, but not limited to, the *Occupational Health and Safety Act*. (The term employees includes providers and volunteers.)

General Requirements and Responsibilities:

- A. All EAFWR employees shall work safely and comply with all requirements of the *Occupational Health and Safety Act*, internal EAFWR policies and guidelines, regulations, standards and training programs.
- B. EAFWR shall acquaint all employees with any components of legislation, regulation, standards, policies, practices, procedures and guidelines that pertain to the control, management and elimination of hazards in the workplace and, where appropriate, develop and implement internal standards, training programs and procedures.
- C. Supervisors must provide for the health and safety of workers under their supervision, and must ensure that workers receive adequate training in their specific work tasks to protect their health and safety. (A Supervisor is anyone who holds a supervisory or managerial role over other EAFWR employees.)
- D. All EAFWR employees must report to their Supervisor any hazardous conditions which are contrary to good health or safety practices or which contravene any legislative requirements. The Supervisor must take every precaution reasonable in the circumstances for the protection of the workers.
- E. As provided in the Act, this policy shall be subject to annual review and will be signed by the Executive Director or designate as required to ensure that this policy and a copy of the Occupation Health and Safety Act are posted in conspicuous locations and that related health and safety information is available for review by all employees of EAFWR.

Safety Committee:

The Joint Health and Safety Committee is an advisory group that meets regularly to review injury reports, discuss health and safety concerns and make recommendations. The Committee’s functions include:

- receiving health and safety concerns;
- providing input to the health and safety program;
- conducting workplace inspections;
- attending work refusal situations;
- and investigating a critical injury or fatality.

At least one representative of management and one representative of workers will be Certified Health and Safety Committee members.

Procedures to Address Health and Safety Concerns:

- A. All EAFWR employees must report to their Supervisor any injury or illness related to their work or assignments. It is the Supervisor’s responsibility to ensure that prompt first aid and health care treatment is obtained, if necessary.

Extend-A-Family Waterloo Region will ensure that a report is files as prescribed in the *Workers’ Safety and Insurance Board Act* and the *Occupational Health and Safety Act*.

- B. Employees of EAFWR have the right to refuse work or assignments that they believe are unsafe. In such cases, the refusal must be immediately reported to their Supervisor, who must investigate the situation.
- C. All employees of EAFWR have the right and obligation to bring, without prejudice, health and safety concerns to their Supervisor. After their Supervisor has been informed and if a concern remains unresolved, the employee may take the concern to a member of the Joint Health and Safety Committee or if still unresolved to the Executive Director or designate.

Maria DeBoer
Executive Director

Dated: _____



GUIDELINES FOR THE WORKPLACE SAFETY AND INSURANCE BOARD

Preamble:

EAF is legally obligated to ensure the health and safety of all individuals within the workplace. Therefore, EAF has created a meaningful health and safety policy and program that involves management, coordinators and support workers and an acceptance by all of the responsibility for health and safety. EAF is committed to support, where required, the health and safety representatives who will assist the organization towards continuous improvement in health and safety performance. The health and safety representatives are committed to review all accident claims and make recommendations to avoid the reoccurrence of such accidents.

Procedure: (In case of injury at work)

1. Get first aid immediately if needed;
2. **Worker:** You must report the injury to Human Resources at Extend-A-Family within **2** days;
3. **Worker:** You will be asked to fill out a worker's injury report by Human Resources as soon as you are fit to do so. This should be done within **2** days of your injury (if possible).
4. **Employer:** Arrange and pay for transportation to get medical care, if needed;
5. **Employer:** Pay worker's wages for day of injury;
6. **Employer:** Report injury to **WSIB** within **3** days if it involves:
 - a) Health care treatment, or
 - b) Time away from work, or
 - c) Lost wages

PLEASE NOTE: If your injury is of a serious nature and you are unable to fill out the worker's injury report, please leave a message including your name, or have someone else leave a message as to how your injury was incurred and the seriousness of your injury.

**WSIB – Workplace Safety and Insurance Board Questions?
Call 1-800-387-0750 or check out www.wsib.on.ca**



Extend-A-Family Waterloo Region STANDARD PRECAUTIONS POLICY

Purpose:

EAFWR is committed to keeping its Workers/Providers, Staff and Volunteers safe, while working or volunteering for the organization, when there is a risk of exposure to infectious agents.

Scope:

This policy applies to all Workers/Providers, Staff and Volunteers.

Policy:

All Workers/Providers, Staff and Volunteers, for their own protection, must follow Standard Precautions (also sometimes referred to as Universal Precautions or Routine Practices) when working with any individual and his/her family as well as with fellow employees when there is a risk of exposure to infectious agents.

Such Standard precautions are outlined in the procedure “Standard Precautions Procedures for Infection Control for Workers/Providers/Staff and Volunteers”.

Extend-A-Family Waterloo Region will not be responsible or liable for consequences arising from failure of any Worker/Provider, Staff or Volunteer to follow Standard precautions.

Approved by the Board June 15, 2011



STANDARD PRECAUTIONS PROCEDURE FOR INFECTION CONTROL

Standard Body Substance Precautions are measures intended to protect you and others from exposure to infectious agents such as HIV, Hepatitis B, Hepatitis C and even the common cold whether or not you know if a person is a carrier of an infectious substance or not. It is your responsibility to follow the precautions outlined in this document.

Since it is impossible to know who might be infectious, **assume everyone is potentially infectious.** Your use of precautions is determined by the risk of encountering a bodily substance rather than a person's diagnosis. Transmission of infections can be airborne, from droplets or through direct or indirect contact.

To reduce transmission infection risks:

1. Assess the infectious risk of any situation or interaction
2. Wash Your Hands
3. Wear Gloves
4. Use Other Protective Barriers as necessary
5. Clean Contaminated equipment and surfaces
6. Safe handling and Disposal of Contaminated Articles
7. Report Exposure

Standard Precautions is the concept that standard infection control precautions are to be followed for the care of all persons at all times.

The principals for Standard Precautions are:

- a) **Identify the procedure** you will be performing;
- b) **Identify the body substance** you might be in contact with (ie. Blood, saliva, fecal matter, etc.);
- c) **Determine the protection needed** such as personal protective equipment, barriers (ie. gloves, masks);

1. Hand Washing/Sanitizing (The single most important infection control practice.)

Wash hands with soap and water for 20 seconds or sanitize hands with an approved alcohol based hand rub, **before and after providing care.** Hands must be washed immediately if they may have been in contact with bodily substances. In many cases, good hand washing is adequate when there are no open cuts/sores. Hand washing with soap and running water must also be performed when hands are visibly soiled, after contact with your own or another's body fluids, after touching contaminated objects, before preparing/eating or feeding someone food and before and after putting on gloves. If running water is not available, clean hands with a damp towelette and scrub hands with about 5 ml of alcohol based hand sanitizer. Wash hands as soon as you have access to proper hand washing equipment.

2. Disposable Gloves

Wear latex or vinyl gloves when it is likely hands will contact blood, bodily fluids, mucus membranes, or non-intact skin (open cuts/sores) and when giving first aid. The most important aspect of using gloves is to maintain an intact barrier. Gloves must be changed and discarded after contact with the person and when cleaning up surfaces. Hand washing/sanitizing must be performed before and after using the gloves. Put on gloves just before the task and remove them immediately upon completion. Remove gloves properly.

3. Other Protective Barriers as Necessary

Wear other protective barriers as necessary to reduce the risk of exposure to potentially infective body fluids on broken skin or mucous membranes. Always wear a protective barrier when there will be contact with blood and body fluids. If you have cuts or open sores on your skin, cover with a plastic bandage. If performing emergency mouth to mouth resuscitation, use a mouth shield if available even though the risk of infection remains extremely low. In certain circumstances the following personal protective barriers might be required:

Masks/Protective Eye Wear/Clothing are primarily intended for working in high risk environments. Wear protective eye glasses and/or masks during procedures where there is droplets, aerosols or splashes of blood or body fluids which may contact mucous membranes of eyes nose or mouth. Wear a gown or apron when skin or clothing are likely to be soiled.

4. Report direct exposure of blood on any open skin or in mucous membranes of eyes or mouth to your doctor if the risk is high (i.e. after a needle stick.) Advise your coordinator or supervisor as well.

5. Clean Contaminated Surfaces

Immediately wipe up spills of potentially infected material with paper towels and dispose carefully. Wash area with hot water and household cleaner. Rinse. Apply a fresh solution of 1 part bleach to 9 parts water to the area. Leave solution on for 10 minutes and wipe up. (Include contaminated counters, sinks, bathtubs.)

6. Dispose of Contaminated Articles

Dispose of soiled articles in plastic bags tied at the top. Double bag if leaking. Handle soiled laundry as little as possible and place in separate bag. Launder separately. Rinse in cold water, then machine wash in hot water and detergent. Sharps, including needles must be handled with caution. Wear gloves; dispose in a puncture resistant container with lid. Drop container at designated pharmacies. Always wear gloves when handling soiled laundry and wash hands after removing gloves.

7. Investigate immunizations and keep them up to date.
8. Refer to the EAFWR Procedures for “Health Care Precautions and Use of Personal Protective Equipment” and “Infection Control of Respiratory Illness” for additional information.

Universal Precautions

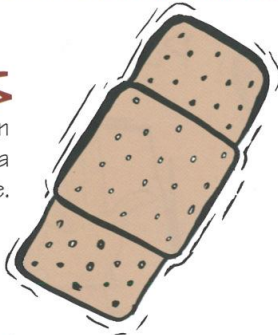
(often called routine practices)

To avoid getting infected with HIV, Hepatitis B or C or another communicable disease, use the following precautions when you come into contact with any body fluids or fecal matter.

In order to be safe and not to discriminate, assume that everyone is infectious.

cover cuts

If you have cuts or open sores on your skin, cover them with a plastic bandage.



Wear gloves

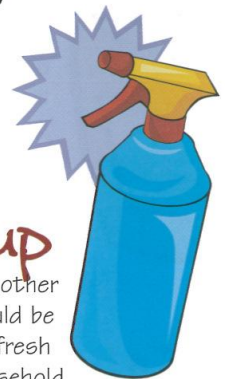


If there is any risk of coming into contact with blood or other body fluids, wear latex gloves. Gloves should only be worn once and disposed of in a plastic garbage bag.



Wash hands

Wash your hands with soap and hot water for at least 20 seconds after you have had contact with blood or other body fluids, after going to the bathroom, before preparing or eating food, and after removing latex gloves. Use hand lotion to help keep your hands from becoming chapped or irritated. Intact skin is your first defense against infection!



clean up

Spills of blood or other body fluids should be cleaned up with a fresh mixture of household bleach (1 part) and water (9 parts). Paper towels should be used and disposed of in a plastic garbage bag. Remember to wear latex gloves during clean-up.

Discard garbage

Use caution when disposing of garbage and other waste that may contain infected materials or used needles. Discard material soiled with blood or other body fluids in a sealed plastic bag.



Wash clothes

Soiled items should be stored in sealed plastic bags. Wash soiled clothing separately in hot soapy water and dry in a hot dryer, or have clothes dry-cleaned.

Need more HIV information and resources?

Contact CATIE (Canadian AIDS Treatment Information Exchange) at 1-800-263-1638
E-mail: info@catie.ca
www.catie.ca

Published by the Canadian Public Health Association, 2002.
This publication has been reprinted by CATIE, 2010.

CATIE Ordering Centre Catalogue No: ATI-19661



PERSONAL PROTECTIVE EQUIPMENT PROCEDURE

An infectious illness/disease is one that can be transmitted to another person by transmission of infectious agents through direct contact or indirect contact.

Direct contact is from one person to another person and indirect is by touching/ handling an object contaminated by infectious agents.

In general the transmission of infectious agents is categorized into two general groups:

- 1) First and most common is person to person contact through sharing/touching and airborne droplet spread (coughing, sneezing) and;
- 2) Secondly, through contact with blood or body fluids.

In the event a staff member has an infectious illness, or becomes ill while at work he/she should advise his/her supervisor and reception. He/she should stay home from work during the infectious stage. In the case of a worker/provider he/she should advise the family or guardian of the individual. He/she should stay home during the infectious stage.

All employees must be aware of and practice standard precautions for infection control. Such precautions include following good hygienic practices like proper hand washing/cleaning and the proper handling, wearing and disposal of personal protective equipment (PPE). Refer to the EAF procedure "Standard Precautions For Infection Control".

If an employee is unsure of the standard precautions for infection control or the proper use and disposal of any personal protective equipment, he/she will contact his/or Supervisor or Support Coordinator for instruction. The employee is to be instructed in proper hygienic practices and the proper use/disposal of any required personal protective equipment.

PRECAUTIONS & USE OF PROTECTIVE EQUIPMENT

Hand Washing/Hand Cleaning:

Hand washing/cleaning should be done whenever hands are soiled or likely to be contaminated from body fluids or excretions including airborne contamination from coughing, sneezing. This includes indirect contamination from objects that have also been contaminated. If you get blood or bodily fluid/waste on your hands or other body surface, wash area immediately.

Using Soap and Water:

1. Use comfortably warm water and soap – germicidal soaps are not necessary. Liquid soap in a dispenser is preferred to bar soap.
2. Use running water.
3. Wash using friction for at least 20 seconds.
4. Wash thoroughly between fingers and around nails area
5. Rinse thoroughly.
6. Dry completely. Use of disposable towel is recommended.
7. Use the disposable towel to turn off taps.

Using Alcohol-based Hand Sanitizer:

1. Use of waterless hand cleanser is not recommended unless soap and water is not available. If soil is visible on hands, clean off with a moist towelette and then apply the hand sanitizer.
2. Apply a loonie-sized amount of sanitizer in palm of one hand.
3. Rub hands together and cover all surfaces from finger tips to wrists.
4. Continue to rub until the product is dry on your hands.

Disposable Gloves:

Disposable gloves are to be worn when you are likely to be contaminated from body fluids or excretions or if you have an open wound on your hands.

Using/Removing Disposable Gloves:

1. If using gloves with other protective equipment, put gloves on last.
2. Select the correct size and type.
3. Insert hands into gloves.
4. Extend gloves over sleeves if wearing a disposable gown.
5. Keep gloved hands away from face or from touching unnecessary items.
6. Wear the gloves at all times when cleaning up the area where surfaces are soiled.
7. Remove gloves if they become torn and put on new gloves.
8. If assisting with personal care for more than one individual, change gloves prior to caring to the second individual.
9. Remove glove by grasping edge near wrist, peel down and away from hand, turning inside out.
10. Slide ungloved finger under the wrist of other glove and peel down as above.
11. Insert the previously discarded glove into the second glove and discard.
12. Dispose of the gloves in a bagged disposal container along with any other waste product used in the care, such as tissue or wipes.
13. Always wash/clean hands as indicated above after discarding gloves and prior to touching a clean site or environment.

Disposable Face Masks:

A disposable face mask is used to protect the mucous membranes of the face (nose and mouth) from contamination from airborne droplets (caused by coughing, sneezing for example) or other bodily fluids that are likely to spray. The type of mask to wear depends on the type of contamination, the procedure or care activity, the length of the activity and the likelihood of contact with the droplets or spray. The mask can also be worn, if tolerated, by the individual being cared for to reduce contamination to others they are in contact with.

Using a Disposable Face Mask:

1. Select a mask appropriate to the activity:
 - Mask should be substantial enough to prevent droplet penetration;
 - Mask should be able to perform for the duration of the activity;
 - Mask should securely cover the nose and mouth.
2. Change mask if it becomes wet.
3. Do not touch the mask while wearing it.
4. Do not allow masks to hang or dangle from neck.
5. Do not fold or put into pocket for later use.
6. Remove mask immediately after completion of task.
7. To remove mask remove bottom then top tie or slip finger under back loop (depending on mask type) and lift away from face and remove mask. Discard mask in appropriate bagged container.

8. Wash/clean hands after removing mask.
9. Do not re-use disposable masks.

Using an N95 Respirator:

An N95 respirator is used to prevent inhalation of small particles that may contain infectious agents transmitted via the airborne route. It is highly unlikely that an EAF employee would be working in circumstances where a respirator is required. However in the event such a circumstance should arise, these procedures must be followed:

1. Select a respirator according to fit testing.
2. Place over nose, mouth and chin.
3. Fit flexible nose piece over nose bridge.
4. Secure on head with top elastic followed by bottom elastic.
5. Adjust to fit.
6. Perform a fit check:
 - Inhale - respirator should collapse;
 - Exhale - check for leakage around face (adjust).
7. Follow instruction number 2 to and including 6 as above for face mask.
8. To remove respirator, lift bottom elastic over head first then lift off the top elastic. Lift away from face while holding the elastic. Discard respirator in an approved bagged container.
9. Wash/clean hands after removing mask.
10. Do not reuse disposable respirator.

Gowns and Eye Protection:

Gowns and eye protection are used to protect uncovered skin, clothing and eyes while caring for an ill individual when the care is likely to generate splashes and sprays of blood or fluids. It is highly unlikely that an EAF employee would be working in circumstances where a gown or eye protection is required. However in the event such a circumstance should arise these procedures must be followed:

Using a Gown:

1. Select appropriate size and type of gown – opening to back.
2. Gowns can be disposable single use or washable before re-use.
3. Secure neck and waist.
4. If the gown is too small, use 2 gowns: gown #1 ties in front & #2 ties in back.
5. Remove gown immediately after task is completed.
6. To remove, unfasten ties.
7. Peel gown away from neck and shoulders.
8. Turn contaminated outside toward inside and fold or roll into a bundle.
9. Discard into bagged container for disposal or a receptacle for cleaning.
10. Wash/clean hands after discarding gown.

Using Eye Protection:

1. Select appropriate goggles for size and type. Must provide a barrier on the side.
2. Eye protection may be single use disposable or washable before re-use.
3. Regular prescription glasses are not acceptable as eye protection.
4. Position goggles over eyes or prescription glasses and secure to the head using ear pieces or headband.
5. Adjust to fit comfortably.
6. Remove goggles when task completed.
7. Grasp ear or head pieces with ungloved hands and lift away from face.
8. Discard in designated receptacle for disposal or cleaning.
9. Wash/clean hands after discarding.

Wearing Multiple Personal Protective Equipment:

Follow the order below when putting on multiple personal protective equipment, starting with the required equipment first listed and then the required equipment listed next. For example, if a gown is not required but a mask is, start with the mask and skip to the next required item on the list. Follow for the removal and discarding of equipment as well.

Order for Donning Personal Protective Equipment:

Wash/Clean Hands
Gown
Mask/Respirator
Eye Protection
Gloves


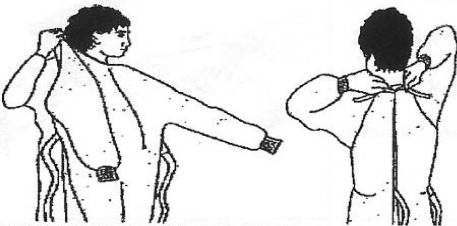


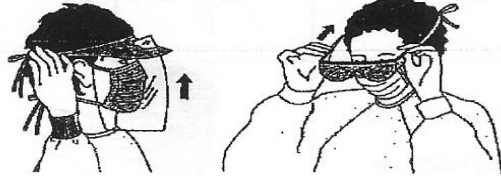

Order for Removing Personal Protective Equipment:

Gloves
Gown
Wash/Clean Hands
Eye Protection
Mask/Respirator
Wash/Clean Hands

Disposals

1. Disposable gloves, clean up supplies, masks and gowns should be put into a garbage bag, tied off and put into a larger bag for disposal in the garbage. If leaking, double bag.
2. If disposing of sharp items, they must first be put into a hard glass or metal container with a closed lid and then discarded into a garbage bag or taken to a drop off designated pharmacy.
3. Bed linens must be put into a garbage bag, tied off and set aside to be laundered as specified.

DONNING PERSONAL PROTECTIVE EQUIPMENT (PPE)

<p>1 Perform Hand Hygiene</p> <p><i>Images courtesy of justcleanyourhands.ca</i></p>	
<p>2 Put on Gown</p> <ul style="list-style-type: none"> • Select appropriate size and type • Opening to the back • Secure neck and waist • If gown is too small, use two gowns: <ol style="list-style-type: none"> 1. Gown #1 ties in front 2. Gown #2 ties in back 	
<p>3 Put on Mask</p> <ul style="list-style-type: none"> • Use a fluid resistant procedure mask or surgical mask or one step mask with attached eye protection • Place over nose, mouth and chin • Fit flexible nose piece over nose bridge • Secure on head with ties or ear loops • Adjust fit 	
<p>Or N95 Particulate Respirator</p> <ul style="list-style-type: none"> • Select respirator according to fit testing • Place over nose, mouth and chin • Fit flexible nose piece over nose bridge • Secure on head with top elastic followed by bottom elastic • Adjust to fit • Perform a fit check: <ol style="list-style-type: none"> 1. Inhale - respirator should collapse 2. Exhale - check for leakage around face 	
<p>4 Put on Eye Protection (Unless one step mask with attached eye protection)</p> <ul style="list-style-type: none"> • Position goggles over eyes and secure to the head using the ear pieces or headband • Position face shield over face and secure brow with head band • Adjust to fit comfortably 	
<p>5 Put on Gloves</p> <ul style="list-style-type: none"> • Don gloves last • Select correct type and size • Insert hands into gloves • Extend gloves over isolation gown and cuffs 	

HOW TO SAFELY USE PPE

- Keep gloved hands away from face
- Avoid touching or adjusting other PPE
- Remove gloves if they become torn; clean hands before donning new gloves
- Limit surfaces and items touched



REGIONAL INFECTION
CONTROL NETWORKS

REMOVING PERSONAL PROTECTIVE EQUIPMENT (PPE)

<p>Where to Remove PPE</p> <ul style="list-style-type: none"> At doorway, before leaving patient room or in anteroom Remove N95 respirator outside room, after door has been closed 	
<p>1 Remove Gloves</p> <ul style="list-style-type: none"> Grasp outside edge near wrist Peel away from hand, turning glove inside-out Hold in opposite gloved hand Slide ungloved finger under the wrist of the remaining glove Peel off from the inside, creating a bag for both gloves Discard 	
<p>2 Remove Gown</p> <ul style="list-style-type: none"> Unfasten ties Peel gown away from neck and shoulder Turn contaminated outside toward the inside Fold or roll into a bundle Discard in designated receptacle for reprocessing or disposal Wash hands with soap and water or use an alcohol-based hand rinse 	
<p>3 Perform Hand Hygiene</p> <p style="text-align: center;"><i>Images courtesy of justcleanyourhands.ca</i></p>	
<p>4 Remove Eye Protection</p> <ul style="list-style-type: none"> Grasp ear or head pieces with ungloved hands Lift away from face Place in designated receptacle for reprocessing or disposal 	
<p>5 Remove Mask</p> <ul style="list-style-type: none"> Untie the bottom, then top tie or remove ear loops Lift away from face while holding the ties or loops Discard 	
<p>Or Remove N95 Particulate Respirator</p> <ul style="list-style-type: none"> Lift the bottom elastic over your head first Then lift off the top elastic Lift away from face while holding the elastic Discard 	
<p>6 Perform Hand Hygiene</p> <p style="text-align: center;"><i>Images courtesy of justcleanyourhands.ca</i></p>	



Adapted from the Center for Disease Control: Guideline for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings 2007 by Champlain Infection Control Network



SAFETY AND HEALTH PROTOCOLS (workers/providers)

Kitchener-Waterloo Extend-A-Family Association hereinafter referred to as EAF is interested in the safety and health of its workers/providers and volunteers and has put together these precautions or protocols as guidelines. This is not intended to be an all encompassing list. Worker/providers and volunteers are expected to take reasonable precautions when encountering safety and health concerns in the course of performing their job functions and to report these concerns to his/her Supervisor. When workers/providers are referred to in this document it will also include volunteers working for EAF.

Safety Protocols

1. It is recommended that workers/providers advise someone where they are going and how long they expect to be when visiting/working with a supported individual and his/her family. This is especially important on first time visits.
2. If the worker/provider is unfamiliar with either the family or the area, this should be discussed prior with the support coordinator/supervisor before going out and a plan conceived to help make the visit as safe as possible. If the area is unknown the employee should double check the address and directions prior to setting out.
3. Worker/providers are expected to ensure their vehicle is in safe condition, their driver's license and auto insurance are up to date and that they have both the license and insurance certificate with them. Workers/providers should ensure that they have enough gas in their vehicle to make the visit and to return, especially when going to a rural location and/or making the visit during evening hours.
4. It is recommended that worker/providers carry a cell phone or be aware of where they can make a phone call as quickly as possible in the event they encounter a situation where a call for help might be required, especially if going into an unknown situation or area and/or during evening hours.
5. If working alone after hours, the worker/provider should park his/her vehicle in a well lit area as close to the building as possible.
6. If the worker/provider encounters threatening or violent behavior from a supported individual the worker/provider should make every effort to calm the individual. If efforts to control the behavior have failed and the situation warrants, they should remove themselves from the immediate proximity while continuing to monitor the individual, call for help or depending on the situation, call 911. The incident must be reported to his/her coordinator/Supervisor as soon as possible and reports submitted as required.
7. If the worker/provider experiences threatening or violent behavior from someone other than a supported individual, it is expected that the worker/provider will remove themselves and depending on the situation, any supported individual with them and call for help or depending on the situation call 911. The incident must be reported to his/her coordinator/supervisor as soon as possible and reports submitted as required.

8. In the case of known safety concerns, a plan of service should be discussed with the coordinator/supervisor prior to a visit or prior to the commencement or continuation of support work or respite. Such a plan of service will be individual to the circumstances and be appropriate to the known concerns.
9. If working alone with an individual in the family home, it is advisable that the worker/provider have a list of emergency numbers for contacting the individual's family members, the coordinator/supervisor and the EAF on call service. The worker/provider should also take precautions by ensuring outside doors are locked and not admitting anyone except persons known to themselves or the family.
10. Training for non-violent crisis intervention is recommended for workers/providers.

Health Protocols

1. It is important that a worker/provider be aware of and follow the “**Standard Precautions for Infection Control**” and the “**Personal Protective Equipment Procedure**”.
2. In the event of influenza or suspected influenza see the “**Precautions for Infection Control of Respiratory Illness**”.

May 7, 2010
Revised April 2011



Extend-A-Family Waterloo Region

WORKPLACE HARASSMENT AND VIOLENCE PREVENTION POLICY FOR WORKERS/PROVIDERS/VOLUNTEERS

Policy:

Extend-A-Family Waterloo Region (EAFWR) believes that every employee or volunteer has the right to work in an atmosphere that is safe and free from violence, threat of violence and harassment. Unacceptable or violent behaviour perpetuated by or against an employee, volunteer, family, individual or other third party at EAFWR is not acceptable and will be dealt with appropriately. For the purpose of this policy the term worker/provider will include volunteers doing work for EAFWR.

Due to the nature of the work involved, the work environment and EAFWR's ability to control the work environment, this policy has been created for Workers/Providers/Volunteers. A separate policy has been created for Staff.

EAFWR interprets workplace harassment and workplace violence as defined in Bill 168, an amendment to the Ontario Occupational Health and Safety Act effective June 2010.

Workplace harassment means engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome.

Workplace violence means:

- a) The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker,
- b) An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker,
- c) A statement or behaviour that it is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Violence that occurs outside the normal workplace but which has an impact on the working environment, including relationship and/or domestic violence, may also be considered violence in the workplace. (See Policy for Domestic Violence in the Workplace.)

Following are examples of harassing and violent behaviour, including but not limited to:

- Unwelcome, suggestive or bothersome remarks
- Jokes, innuendos, taunts about another person's body or attire
- Making offensive gestures or leering
- Non-work related discussions that are harassing in nature
- Unwelcome physical contact (examples: touching, patting, pinching, grabbing)
- Implied or actual threats of violence to a person
- Stalking, obscene or unwelcome phone calls
- Sexual or physical assault

Harassing and violent behaviour should not be ignored, and reports of such behaviours in the workplace will be considered and dealt with appropriately.

Responsibility- Workers/Providers:

Workers/Providers are responsible for informing his/her Support Coordinator/Supervisor of any unacceptable behaviour, potential risk of violence or violence he/she may experience or witness. This includes issues in the employee's non-work life that may impact on the worker/provider's or other's safety in the workplace.

Workers/Providers are responsible for attending any training or information sessions provided by EAFWR and following all policies, procedures or guidelines provided to reduce harassing behaviour, violence or risks of violence.

Workers/Providers are expected to co-operate with EAFWR investigators or other authorities as required during any investigation related to harassment or workplace violence.

Responsibility – Support Coordinators/Supervisors:

Support Coordinators/Supervisors are responsible for assessing the risk of violence to worker/providers in their case load or jurisdiction, minimizing those risks where necessary or reasonably possible and informing any affected worker/provider of such risk or potential risk.

Some exposure to the threat of violence or violence while working with a supported individual is inherent to the work we do and as such should be considered for the purposes of clause 43 (1) (a), (b) as an exemption to the right to refuse or stop work. It is recommended that workers/providers and staff subject to such exposure, be trained in non violent crisis intervention.

Support Coordinators/Supervisors are responsible for ensuring workers/providers are trained to:

- a) Be aware of and follow the policies, procedures, protocols or guidelines developed to handle harassment and minimize the risk of violence,
- b) Recognize and know how to mitigate the potential for violence and respond to the incident appropriately,
- c) Know when and how to report and document incidents of harassment, potential violence or violence.

Support Coordinators/Supervisors are responsible to ensure that any medical treatment as required has been provided and reported as part of the investigation and that any medical treatment given to a worker has been reported to Human Resources so a WSIB claim can be initiated.

Support Coordinators/Supervisors are expected to co-operate with EAFWR investigators or other authorities as required during any investigation related to harassment or workplace violence.

Procedure:**Complaint Process:**

It is suggested that a note of the dates, times, nature of the behaviour and any witnesses to the incident be made by the impacted party as soon as possible after the incident(s).

- a) If safe to do so, make your objection to the behaviour clearly known and ask the individual to stop. If you are unable to confront the individual, then seek assistance from your Support Coordinator/Supervisor as soon as possible to remedy the situation.
- b) If the behaviour continues and/or becomes or is threatening or violent, report the behaviour to your Support Coordinator/Supervisor. If the situation warrants, while continuing to supervise the supported individual, remove yourself from the immediate proximity as soon as possible. If immediate help is required, call 911 prior to reporting to your Support Coordinator/Supervisor. If unable to bring the matter to your Support Coordinator/Supervisor, report the behaviour to the Program Manager. If the incident happens during off hours, call the EAFWR on call service and do a follow up call to your Support Coordinator as soon as possible.
- c) Once this report has been made, this will initiate the investigation process. A complaint report form will be filled out by the complainant.

Extend-A-Family Waterloo Region wishes to provide a safe environment for claims to be made. However, disciplinary action may be taken if any employee or any witness makes a claim or statement that is *knowingly* false.

Investigation Process:

All inquiries and formally lodged complaints will be treated with the utmost confidentiality. Every effort will be made to ensure that investigations will be fair and impartial to all parties concerned.

- a) The Support Coordinator/Supervisor or the Program Manager and/or alternates will investigate the complaint by meeting separately with the complainant, the alleged offender and any witnesses. Any person attending an investigation may come with an appropriate support person. A written record will be kept of all statements made during the investigation and the person giving the statement will be asked to sign the statement. All statements obtained as a result of the investigation will be given to the Program Manager or alternate and as appropriate, Human Resources, within ten days of completion of the investigation.
- b) The Program Manager or his/her alternate with input from Human Resources Manager, as required, will determine as expeditiously as possible if a violation of this policy has occurred and will determine the appropriate action to be taken. A written report will be prepared by Program Manager or his/her alternate and will include any recommended actions or resolutions. Both the alleged offender and the complainant will be advised in writing, of the outcome of the investigation and any actions to be taken.
- c) All documents concerning the complaint and its resolution are to be maintained in the appropriate confidential files, (family/worker/volunteer files) depending on the participants in the incident(s) and the circumstances.

- d) A follow-up will be conducted by the Program Manager or his/her alternate within three months of the final decision in order to ensure that the resolutions and actions have been followed and whether any further action needs to be taken.

At any time during this process the parties may seek consultation and/or resolution outside the Organization.

Appendices:
Worker/Provider Safety & Health Protocols



FIRE SAFETY AND EMERGENCY EVACUATION FOR PARENTS AND WORKERS/PROVIDERS

Parents:

The Ontario Fire Code requires that every home have Working Smoke Alarms. A working smoke alarm will detect smoke and will sound an alarm to alert you and allow precious time to evacuate. A carbon monoxide alarm is also recommended.

Make sure that everyone knows the sound of the smoke alarm and what to do if a fire occurs.

Review the evacuation process with individuals in your home and your Contract Worker/Provider!!!!!!

It is recommended that you draw a floor plan of your home or apartment indicating all possible escape routes. If possible, mark two escape routes from every room. If you are unable to use the main exit to evacuate, the second exit is usually a window or an apartment balcony.

Leave both written and oral information with individuals in your home and your Contract Worker/Provider, including:

- if you will be absent, where you will be, how you can be contacted and when you will return
- where your phone is located
- a list of emergency phone numbers **including 911**
- the location of the nearest phone outside your home (neighbor)
- the complete address of your residence
- where the exits are located
- where a flashlight or candles are located in case of a power failure

Parents, Individuals and Contract Workers/Providers Evacuation:

1. If you smell smoke or gas, take everyone out and go immediately to a safe location outside the building.
2. Never waste time dressing yourself or others - a blanket will do even in cold weather.
3. Do not turn on any switches as this may cause a spark or explosion.
4. Close all doors behind you.
5. **NEVER** go back into a burning building for any reason whatsoever. Smoke and gas are dangerous, even from a small fire.
6. Have a neighbor or passerby call the Fire Department.

NEVER LEAVE CHILDREN OR INDIVIDUALS IN YOUR CARE ALONE!!!!!!

Fire and Emergency Evacuation in an Apartment Building:

If the fire alarm goes off or you smell smoke or gas, carefully open the apartment door and check the hall for smoke. If there is no smoke, evacuate everyone immediately to a safe location outside the building, closing the door behind you. Proceed as follows:

- pull the Fire Alarm on your floor and yell **'FIRE'**;
- evacuate using the stairwell(s), **NEVER USE THE ELEVATOR**. Before using the stairwell(s), open the stairwell door and check for smoke. If no smoke, proceed out of the building and wait for the Fire Department to arrive;
- if you cannot use the stairwell(s), return to the apartment and seal the doorway using duct tape and/or wet towels to seal cracks around and under the door;
- telephone the Fire Department, tell them your location and move with the individual(s) to the balcony, closing the door behind you. If no balcony, move to the most smoke-free room and seal the door;
- open a window in the sealed off room for fresh air and, if possible, hang a sheet out the window to indicate where you are. Keep low to the floor where air is cleaner and wait for the Fire Department.

IN ALL CASES WHEN A FIRE AND/OR EMERGENCY EVACUATION HAS TAKEN PLACE CONTACT YOUR SUPPORT COORDINATOR OR THE EMERGENCY ON CALL SERVICE AT EXTEND-A-FAMILY AS SOON AS IT IS SAFE FOR YOU TO DO SO.

July 2005
Reviewed May 2011



LIFT AND TRANSFER GUIDELINES

For the safety of the individual being supported, the worker and others who may be assisting, Extend-A-Family will ensure that workers will be informed and receive training on how to do lifts and transfers properly. The family of the supported individual will provide information on lifting and transfer requirements, any lifting aids in the home and assist in the development of a lift and/or transfer plan including any training required. The Coordinator will ensure that the worker is aware of the requirements and is able to perform the required lifts and/or transfers including the transport of any equipment such as a wheelchair.

As a general rule, if an individual being lifted weighs over 50 pounds, a two-person lift is required and in some cases also when performing a transfer. The relevance of this weight is dependent on the size and ability of the worker. Lifting up or down stairs is not recommended. However, in the case of a small child or in an emergency, the situation should be assessed as to the best possible way to proceed. At all times, the safety of the individual and of the worker must be considered.

Responsibilities of Workers:

1. Know your own ability to lift and advise any limitations to the family and your Coordinator.
2. Be familiar with and perform only authorized lifts.
3. Participate in training.
4. Plan your lift or transfer prior to proceeding.
5. Use lifting equipment with care.
6. Learn how to properly use any lifting aid provided.
7. Report any lifting problems to the family and your Coordinator.

Use Good Body Mechanics:

1. Keep your feet shoulder width apart for good balance.
2. Bend your knees; keep your back straight/flat.
3. Keep the weight of the individual or object as close to you as possible.
4. Lift with your leg muscles, not your back muscles.
5. Point one foot in the direction of travel.
6. Move your feet in the direction you are lifting to; do not twist at the waist.
7. Where possible, place one knee on a bed or other surface for leverage.
8. Maintain a good grip throughout the lift; use body weight and momentum to perform the lift.

Assess the Environment – Lifts:

1. A path should be cleared and the area arranged so the lift can be carried out smoothly. Use the shortest route.
2. Wear sturdy shoes for stability.
3. Prepare the person and inform him/her of the procedure before doing the lift.
4. Carry the individual or object in a manner that allows for good visibility.
5. Assess the situation. If you have doubts about your ability to safely lift the weight, get help.
6. When two or more lifters are involved a designated leader should call signals to begin the lift.
7. Use lifting devise(s) provided to assist with the lift.

Assess the Environment – Transfers:

- 1.
2. Adjust the height of the bed, if applicable.
3. Remove footrests or adjust them on the chair so they do not endanger the individual.
4. Lock all brakes.
5. Have the individual assist in the transfer as much as possible.
6. Ensure that the individual is in a comfortable position to assist in the transfer if they are able to assist.

The above are general guidelines only. Supported individuals will require an assessment and an individual plan prepared with the family, the worker and the Coordinator. This will be documented on the Lift and Transfer Guideline Form and will include any formal lift and transfer training required by the worker.

April 2012



LIFT AND TRANSFER GUIDELINES FORM

For the safety of the individual, the worker and others who may be assisting, it is important that the support worker is properly informed, has a copy of the Lift and Transfer Guidelines and is trained on the lifting and transfer needs of the supported individual.

Generally, if a supported individual weighs more than 50 pounds, a two-person lift is required and possibly for transfers as well. This weight will be dependent on the size and ability of the workers.

With worker present, please review the expectations for lifts/ transfers and outline any training required.

1. How much does the individual weigh? _____ lbs. _____ kg.
2. The support worker will require Basic Lift and Transfer Training Yes No
3. How often would the individual have to be lifted /transferred?

Describe: _____

4. The individual requires physical support for mobility? Yes No
5. Is the individual able to sit independently? Yes No
6. Can the individual bear weight? Yes No
7. Can the individual help with lift/transfer physically? Yes No
8. Will the individual understand/cooperate with verbal and/or physical direction? Yes No
9. Is there any pain for the individual related to the lift/transfer? Yes No

Describe: _____

10. Is there any equipment in the home to assist with the lift/transfer? Yes No

Describe: _____

Training will be required on /with the following equipment: _____

Other expectations/instructions requiring lifts/transfers support (ie. stairs): _____

Family/Individual: _____ Coordinator: _____

Support Worker: _____ Date: _____



GUIDELINES FOR WHMIS

WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

Introduction to WHMIS

Regulation 860, Workplace Hazardous Materials Information System (WHMIS), is part of the Ontario Occupational Health and Safety Act. WHMIS covers hazardous materials used in the workplace. WHMIS calls these hazardous materials controlled products. Under WHMIS, workers have the right to receive information about controlled products they use in the workplace, including their identity, the hazards involved and the safety precautions that should be taken. The information is provided through an assessment of the workplace, labels on the products, assigned hazard symbols shown on the labels, material safety data sheets supplied by the suppliers of the product and an information/training delivery system.

Preamble:

Kitchener-Waterloo Extend-A-Family, hereinafter referred to as EAF, strives to provide a healthy and safe work environment for its employees. The term employees include all staff, support workers/providers and volunteers with the Association. EAF has prepared the following guidelines for its employees under the Workplace Hazardous Materials Information System (WHMIS).

1. Assessment

EAF will assess its buildings on Moore Avenue in Kitchener to determine what WHMIS controlled products are on the premises and will prepare a list of these products in writing. The assessments shall be made available for review by all employees who work at these premises.

2. Material Safety Data Sheets

EAF will obtain Material Safety Data Sheets from suppliers for all products on its premises controlled under WHMIS. These will be kept on file at the particular premise where the chemical is located and will be available for review by all employees who work at the particular location. Material Data Safety Sheets will be updated annually to ensure that expired sheets (older than three years) are replaced.

3. Workers/Providers and Offsite Employees

These employees will receive WHMIS Information Sheets advising what WHMIS is, its hazard symbols, what they mean and what they should do to protect themselves. Employees should always read the label on any chemical product before using it. For more information they should ask the individual/parent at the location or call EAF for the supplier for a material safety data sheet. Employees must never use an unlabelled chemical.

4. Training/Information Delivery





Training and information delivery on WHMIS will be done annually and will consist of WHMIS Information Sheets being posted and/or distributed to employees and/or videos and other training aids being used.





These guidelines have been prepared by the Health & Safety Committee of Kitchener-Waterloo.



WHMIS – WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM

WHMIS provides information about many controlled hazardous materials in the workplace. These controlled products fall into the category of one or more of eight classes of hazards and are labeled using one or more symbols of these hazards. These classes of hazards and their symbols are as follows:

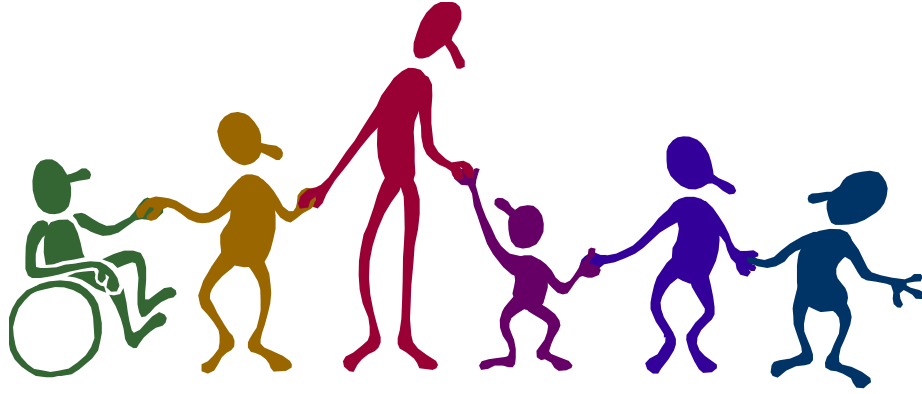
HAZARD SYMBOLS AND CLASSES		
This Symbol Represents...	It means the material...	Precautions...
	<p>Class A – Compressed Gas</p> <p>This class includes compressed gases, dissolved gases, and liquefied gases through compression or refrigeration.</p>	<ul style="list-style-type: none"> ● never store or use in an area heated above room temperature and use only in a well ventilated room ● ensure the safety cap is on when moving the cylinder ● wear rubber or non-permeable gloves
	<p>Class B – Combustible and Flammable Material</p> <p>This class includes solids, liquids, and gases.</p>	<ul style="list-style-type: none"> ● never store or use in an area heated above room temperature ● never store or use near a source of ignition
	<p>Class C – Oxidizing Material</p> <p>These materials increase the risk of fire if they come in contact with flammable or combustible materials.</p>	<ul style="list-style-type: none"> ● always store and/or use away from flammables
	<p>Class D – Poisonous and Infectious Material</p> <p>Division 1: Materials Causing Immediate and Serious Toxic Effects</p>	<ul style="list-style-type: none"> ● wear rubber or non-permeable gloves and any other protective devise recommended during use ● store in a locked cabinet ● look for an alternate non-toxic product

	This Symbol Represents...	It means the material...	Precautions...
	<p>Class D – Poisonous and Infectious Material</p> <p>Division 2: Materials Causing Other Toxic EFFECTS</p> <p>Can include common household cleaning products.</p>	<ul style="list-style-type: none"> chemical can enter the body through skin absorption, inhalation and/or ingestion can cause serious long term effects, even death if exposed repeatedly over a period of time 	<ul style="list-style-type: none"> wear rubber or non-permeable gloves and any other protective devise recommended during use store out of reach of children look for an alternate non-toxic product
	<p>Class D – Poisonous and Infectious Material</p> <p>Division 3: Biohazardous Infectious Material</p>	<ul style="list-style-type: none"> chemical can enter the body through skin absorption, inhalation and/or ingestion can cause serious disease or death 	<ul style="list-style-type: none"> wear rubber or non-permeable gloves and any other protective devise recommended during use store in a locked cabinet
	<p>Class E – Corrosive Material</p> <p>This class includes acidic and/or caustic products such as household bleach.</p>	<ul style="list-style-type: none"> can cause severe eye and/or skin irritation upon contact can cause severe damage with prolonged exposure may cause respiratory damage if vapors inhaled 	<ul style="list-style-type: none"> wear rubber or non-permeable gloves and any other protective devise recommended during use store out of reach of children
	<p>Class F – Dangerously Reactive Material</p> <p>These products are chemicals that may self-react dangerously and are very unstable.</p>		<ul style="list-style-type: none"> never store or handle a product of this type unless you have been professionally trained to do so

Always practice good hygiene and wash your hands thoroughly after handling any chemical material.

Always read the labels on any chemical product you use for safe storage, handling and disposal information. For more information, including first aid, see a Material Safety Data Sheet which is available through your employer or the supplier. Seek medical treatment if symptoms persist. Know your local Poison Control telephone numbers and/or call 911 in an emergency.

Accessibility





Extend-A-Family Waterloo Region ACCESSIBILITY FOR PEOPLE WITH DISABILITIES POLICY

Purpose:

EAFWR is committed to achieving accessibility for people with disabilities with respect to customer service, information, communication, employment and facilities as outlined in the “Accessibility for Ontarians With Disabilities Act 2005” (AODA) and its regulations.

Scope:

This policy applies to all Workers/Providers, Staff and Volunteers.

Policy:

All Workers/Providers, Staff and Volunteers, must follow the EAFWR Accessibility Policy as outlined in the accessibility plans and procedures prepared for compliance with the Act.

November 1, 2011



Extend-A-Family Waterloo Region ACCESSIBLE CUSTOMER SERVICE PLAN

Providing Customer Service to People with Disabilities

Extend-A-Family Waterloo Region is committed to excellence when serving all people including people with disabilities.

1. We will communicate with people with disabilities in ways that take into account his/her disability.
2. We will ensure that our employees and volunteers are trained and familiar with various assistive devices that may be used by people with disabilities while accessing our services.
3. We welcome people with disabilities and their service animals. Service animals are allowed in our meeting rooms and on the parts of our premises that are open to the public.
4. If he/she wishes, a person with a disability who is accompanied by a support person while on our premises may have that person accompany them.
5. In the event of a planned or unexpected disruption to our services or facilities, Extend-A-Family Waterloo Region will notify people promptly. This will include a clearly worded notice advising the reason for the disruption, its anticipated length of time and a description of alternate facilities or services if available. Such notices will be communicated and/or posted as appropriate to the disruption.
6. Extend-A-Family Waterloo Region will provide training to its employees and volunteers and any other third parties that deal with the public on its behalf. Training will be provided as soon as practicable for all new employees, volunteers and relevant third parties. Training will include:
 - An overview of the Accessibility for Ontarians with Disabilities Act 2005 and the requirements of the Customer Service Standard;
 - Extend-A-Family Waterloo Region's plan related to Customer Service;
 - How to interact and communicate with people with various disabilities;
 - How to interact with people with an assistive device or who require a service animal, or a support person;
 - How to use assistive devices provided on the premises and otherwise help to provide services to people with disabilities;
 - What to do if a person with a disability is having difficulty in accessing Extend-A-Family Waterloo Region's services;
 - Additional training will be provided when any changes are made to the plan.
7. People who wish to provide feedback on the way Extend-A-Family Waterloo Region provides customer service to people with disabilities can do so in person, via telephone, fax or by e-mail. Such feedback should be directed to Human Resources and will be responded to as soon as reasonably practicable.
8. Any Extend-A-Family Waterloo Region policy that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.
9. Extend-A-Family Waterloo Region will report our compliance to the Accessibility Standards for Customer Service, Ontario Regulation 429/07 as required.
10. The documents required by the Customer Service Standard are available upon request and can be made available in an alternate format if required.



Extend-A-Family Waterloo Region CUSTOMER SERVICE EDUCATION FACT SHEET

To Our Workers, Providers and Volunteers:

The Provincial Government has passed a law that will help make the lives of people with disabilities easier. This law is known as the *Accessibility for Ontarians with Disabilities Act 2005* (AODA). Under this law is a section (Regulation 429/07) relating to Customer Service. This section requires that EAF provide you with training/information such as this Education Fact Sheet.

Thank you for taking the time to read this information. If you have any questions, or wish to see our Customer Service Plan please contact Human Resources at Extend-A-Family Waterloo Region.

EAFWR Fact Sheet:

- The purpose of the legislation is to remove barriers, make it easier for people with disabilities to enter buildings, use transportation, receive services or get jobs.
- The Standards will affect how information is provided, how we communicate, how we train and hire staff and how we provide access to our building for people with disabilities.
- Organizations are required to have the Customer Service (Regulation 429/07) piece in place by January 1, 2012.
- It is crucial that the principles of independence, dignity, integration and equality of opportunity are reflected in the policies, procedures and practices that are developed in response to the legislation.
- A Customer Service plan, policies, guidelines and/or procedures must be developed and implemented that make sure people with disabilities are:
 - Able to use their own personal devices
 - Communicated with in a way that takes their disability into consideration
 - Informed about admission fees before coming to a facility
 - Informed when facilities or services that are essential to people with disabilities (i.e. elevators) are not available
 - Made aware of a complaint and feedback process
- EAFWR's responsibility includes meeting the requirement of the Customer Service Standards by providing information and training to its employees and volunteers.
- Employees and volunteers are to keep in mind that not all disabilities are easily detected including hearing, seeing, speech, mental health, learning, physical and intellectual challenges.
- Employees and volunteers need to provide services in a way that accommodates the challenges faced by people with disabilities (i.e. face a person with a hearing difficulty).

- Employees need to be vigilant, be aware, provide assistance (keeping in mind the principles) and if necessary make any needed changes.
- Barriers for people with disabilities can involve physical, architectural, attitudinal, technological and communication/information barriers. Barriers can also exist in an organization's policies, procedures and practices.
- As an EAFWR employee or volunteer we must:
 - Be aware of any barriers and do our best to remove them
 - Communicate so that people understand and are understood
 - Provide or accommodate assistive devices
 - Allow service animals and support persons in the workplace
 - Let people know if something in the building is not available/working (i.e., elevators)
 - Provide information/training in relation to this legislation
 - Make sure that there is a process in place for complaints and feedback

November 2011

In Closing



Welcome To Holland

By Emily Perl Kingsley
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I am often asked to describe the experience of raising a child with a disability - to try to help people who have not shared that unique experience to understand it, to imagine how it would feel. It's like this.....

When you're going to have a baby, it's like planning a fabulous vacation trip - to Italy. You buy a bunch of guide books and make your wonderful plans. The Coliseum. The Michelangelo David. The gondolas in Venice. You may learn some handy phrases in Italian. It's all very exciting.

After months of eager anticipation, the day finally arrives. You pack your bags and off you go. Several hours later, the plane lands. The stewardess comes in and says, "Welcome to Holland."

"Holland?!?" you say. "What do you mean Holland?? I signed up for Italy! I'm supposed to be in Italy. All my life I've dreamed of going to Italy."

But there's been a change in the flight plan. They've landed in Holland and there you must stay.

The important thing is that they haven't taken you to a horrible, disgusting, filthy place, full of pestilence, famine and disease. It's just a different place.

So you must go out and buy new guide books. And you must learn a whole new language. And you will meet a whole new group of people you would never have met.

It's just a different place. It's slower-paced than Italy, less flashy than Italy. But after you've been there for a while and you catch your breath, you look around.... and you begin to notice that Holland has windmills....and Holland has tulips. Holland even has Rembrandts.

But everyone you know is busy coming and going from Italy... and they're all bragging about what a wonderful time they had there. And for the rest of your life, you will say "Yes, that's where I was supposed to go. That's what I had planned."

And the pain of that will never, ever, ever, ever go away... because the loss of that dream is a very very significant loss.

But... if you spend your life mourning the fact that you didn't get to Italy, you may never be free to enjoy the very special, the very lovely things ... about Holland.

Celebrating Holland – I'm Home

By Cathy Anthony

(My follow-up to the original "Welcome to Holland" by Emily Perl Kingsley)

I have been in Holland for over a decade now. It has become home. I have had time to catch my breath, to settle and adjust, to accept something different that I'd planned. I reflect back on those years of past when I had first landed in Holland. I remember clearly my shock, my fear, my anger, the pain and uncertainty. In those few years, I tried to get back to Italy as planned, but Holland was where I was to stay. Today, I can say how far I have come on this unexpected journey. I have learned so much more. But, this too has been a journey of time.

I worked hard. I bought new guidebooks. I learned a new language and I slowly found my way around this new land. I have met others whose plans had changed like mine, and who could share my experience. We supported one another and some have become very special friends.

Some of these fellow travelers had been in Holland longer than I and were seasoned guides, assisting me along the way. Many have encouraged me. Many have taught me to open my eyes to the wonder and gifts to behold in this new land. I have discovered a community of caring. Holland wasn't so bad. I think that Holland is used to wayward travelers like me and grew to become a land of hospitality, reaching out to welcome, to assist and to support newcomers like me in this new land. Over the years, I've wondered what life would have been like if I'd landed in Italy as planned. Would life have been easier? Would it have been as rewarding? Would I have learned some of the important lessons I hold today?

Sure, this journey has been more challenging and at times I would (and still do) stomp my feet and cry out in frustration and protest. And, yes, Holland is slower paced than Italy and less flashy than Italy, but this too has been an unexpected gift. I have learned to slow down in ways too and look closer at things, with a new appreciation for the remarkable beauty of Holland with its tulips, windmills and Rembrandts.

I have come to love Holland and call it home.

I have become a world traveler and discovered that it doesn't matter where you land. What's more important is what you make of your journey and how you see and enjoy the very special, the very lovely, things that Holland, or any land, has to offer.

Yes, over a decade ago I landed in a place I hadn't planned. Yet I am thankful, for this destination has been richer than I could have imagined!



A FEW FINAL WORDS AND THOUGHTS

Tell me and I'll forget
Show me and I may remember
Involve me and I'll understand
~ Native Saying~

Connections are made slowly
Sometimes they grow underground
You cannot always tell by looking
What is happening
More than half a tree is spread out
In the soil under your feet
~ Mary Plery~

Friendship is like a flower. When one takes good care of it the world turns into a beautiful garden.
~ Sister Karlyn Cully

No matter the length of the journey, it begins with the first step.

The Joy of Living
If nobody smiled, and nobody cheered,
And nobody helped us along;
If each one only looked after himself,
And the good things all went to the strong;
If nobody cared just a little for you,
And nobody cared for me,
And we all stood alone in the battle of life
What a dreary world it would be!
Life is sweet because of friends we have made
And the things which in common we share.
We want to live on, not because of ourselves
But because of the people who care.
It's giving and doing for somebody else
It's on that all life's splendour depends.
The joy of this world when we've summed it all up
Is found in the making of friends.
~ Good Reading~

This is a vocation for us all, to live real and loving relationships, to be peace-makers, creating and re-creating the body of the community.
~Jean Vanier~